

KNOW THE STEPS: How to get assistance from CAAP

Step 1: Write a letter to your attorney

- Write directly to the attorney of record. Make sure to include the following:
 - o Any questions or concerns about your case or legal situation
 - o What action you would like your attorney to take
 - o A 7-10 business day timeframe for your attorney to respond
- Send the letter to your attorney by certified mail (whenever possible) and keep a copy for yourself
- Allow your attorney time to respond
- If your attorney responds and there are still more concerns, write to your attorney again, including your new questions
- If your attorney does not respond, proceed to step 2

Step 2: Complete your Request For Assistance form (RFA)

- Fill out all sections and sign the form
- RFA must have:
 - o A copy of the letter you sent to your attorney regarding your concerns (not over 90 days old)
 - o A copy of your dismissal letter from the Chief Disciplinary Counsel if you previously filed a Grievance against your attorney
 - o Power of Attorney (POA), or Letter of Protection (LOP) if necessary

***** RFAs that do not comply with the requirements will not be processed.**

Step 3: Send the RFA form to CAAP

- **Mail, Fax or E-mail the RFA and attachments to CAAP**
- Allow 5 business days for CAAP to process your request
- RFAs are processed in the order in which they are received
- If we are able to process your request, you can expect to receive a letter from CAAP along with a copy of the letter we send to your attorney
- If your request is denied, you will receive a letter or phone call explaining why

REMEMBER:

- The Client-Attorney Assistance Program is a voluntary program. Our purpose is to help clients communicate better with their attorneys; we **cannot compel** your attorney to take a specific action
- **CAAP cannot contact your attorney on your behalf while a grievance is pending**
- CAAP can only contact an attorney on behalf of the client of that attorney. If you are not a client of the attorney who is the subject of the RFA, you **must include a copy** of the Power of Attorney form with the Request for Assistance
- Requests for client files on **criminal cases** are subject to the discovery rules of the specific jurisdiction and The Texas Code of Criminal Procedure, and Powers of Attorney may not be honored

REQUEST FOR ASSISTANCE

The State Bar of Texas Client-Attorney Assistance Program

P.O. Box 12487 Austin, TX 78711-2487 caap@texasbar.com Phone: (800) 932-1900/Fax: (512) 427-4442

Please be advised that the CAAP process and Grievance process may not take place at the same time.

Section A

Please Print Clearly

Mr. Mrs. Ms. (Person completing this application. If not the client, you must provide Power of Attorney)

Name _____ Telephone # _____
First Last TDCJ/SID#

Address _____ E-Mail: _____
Street City State Zip Code

Section B

Mr. Mrs. Ms. (If the person completing this application is not the client or the attorney seeking assistance, please answer the following)

Client's Name _____ Telephone # _____
First Last

Address _____ E-Mail: _____
Street City State Zip Code

Section C

(Attorney Information)

Name _____ Telephone # _____
First Last

Address _____ Bar card # _____
Street City State Zip Code

Section D

(Client-Attorney Relationship Information)

Is this your **current** or **previous** attorney? (Circle One) If previous, are you currently represented by a new attorney? Yes No

Date attorney was hired/appointed: _____ Do you have a copy of the contract? Yes No

Has CAAP assisted this client before? Yes No Type of legal matter: Business Civil Criminal Collections
 Family Law Personal Injury Other _____

Have you or this client filed a grievance against this attorney in this matter with the Chief Disciplinary Counsel Office? Yes No

If yes, you must include a copy of your grievance dismissal letter.

Section E

Assistance is needed with the following: Itemized billing statement Case Status Refund Client File
 Copy of _____
 Other _____

What steps have been taken to resolve the problem with the attorney? _____

I do not intend this request to be a formal grievance against this attorney: This is a request for help to resolve this problem

I understand that it may be necessary to act promptly to preserve any legal rights I may have and that commencement of a civil action may be required to preserve those rights. I acknowledge my understanding that completion of this form does not constitute the commencement of a civil action and that the State Bar of Texas will not commence any civil action on my part. I acknowledge that it is my responsibility to seek and obtain any necessary legal advice with respect to this matter. I also understand that the information I send may be used to assist me and will remain confidential for purposes of resolving the issue(s) described above.

Client/Power of Attorney Signature

Date