

3 REVEALING QUESTIONS LAWYERS HOPE AND PRAY YOU NEVER ASK!!

By Attorney Douglas D. Jones

1. DO YOU REALLY CARE ABOUT ME?

! Will You Communicate With Me?

The number one complaint people have about their attorney is that they can never get hold of them and they don't return their phone calls. According to the September 15, 1993 Legal Ethics & Professionalism Seminar sponsored by the Akron Bar Association, "The primary problem in every grievance situation is the failure of the attorney to communicate with his/her client . . ." At **Douglas D. Jones Co., LPA**, we make every effort to be directly available to you by phone without having to go through secretaries or legal assistants and to return your phone calls or e-mails within 24 hours.

! Will You Answer My Questions And Explain Things To Me?

The law is confusing and hard enough for most lawyers to understand, let alone someone who has never dealt with the legal process before. Family and friends can often give conflicting or inaccurate advice about serious legal matters. Many lawyers do not take the time or have the desire to explain in every day, understandable language what you are facing in your legal situation. At **Douglas D. Jones Co., LPA**, we take the time to answer your questions and fully explain your legal situation to you along with the risks, benefits, advantages and disadvantages of your case for you to make the choice that is best for you.

! Will You Keep Me Informed About My Case?

Many lawyers do not take the time to keep their clients up-to-date and informed on the progress of their legal matter. People often worry about what is going on with their case and feel completely in the dark at times about what is happening. At **Douglas D. Jones Co., LPA**, we endeavor to keep you fully informed by giving you copies of all court filings and correspondence done on your behalf. We also have the latest means of technology available to correspond with you and provide you documents in various formats by e-mail to help reduce the large amount of paperwork involved in many cases.

! Will You Do The Work I Am Paying For?

Nothing is worse than paying someone to do something for you and they either don't do anything at all for you or they do it so poorly it has to be done all over again. At **Douglas D. Jones Co., LPA**, we make every effort to do our work promptly and efficiently, in 7 to 14 days in most cases, to do our work thoroughly and accurately and to do our work on time to meet our clients' important legal deadlines.

! Will You Be There For Me When I Need You?

You've probably heard stories about people who paid their lawyer to go to court with them and their lawyer didn't even bother to show up. Sometimes due to scheduling conflicts a lawyer can't be in two places at once and most people understand that. At **Douglas D. Jones Co., LPA**, we make every effort to avoid scheduling conflicts, to keep our scheduled office appointments and important court dates and we let you know if they have been rescheduled to save you time and money.

! Will You Show Genuine Concern For Me As A Person?

In our depersonalized society of computers, voice-mail, e-mail and the Internet, people often feel like they are just another number or piece of computer data in a vast impersonal system that could care less about them. At **Douglas D. Jones Co., LPA**, we take a personal interest in our clients without compromising professional objectivity. We value you as a "real person" and not just another "client." We show concern and sensitivity by what we say and how we treat our clients. We show care, kindness, courtesy, respect and compassion to our clients. And we help take away our clients' worries and fears by providing calm reassurance in some of their most difficult and desperate legal situations in life.

2. HOW EXPERIENCED AND WELL-QUALIFIED ARE YOU?

! How Long Have You Been In Practice?

Let's face it, nobody wants someone to represent them who just got out of law school or only has a couple of years of legal experience. We all know there is just no substitute for experience. We have over 31 years of respected experience in the practice of law in many Courts throughout much of Northeastern Ohio, in the U.S. Bankruptcy Court For The Northern District Of Ohio and have even appeared before the Federal 6th Circuit Court Of Appeals Bankruptcy Appellate Panel.

! What Kinds Of Cases And How Many Cases Like Mine Have You Handled?

We have handled thousands of cases involving Family Law, Divorce, Child Custody, Child Support, Bankruptcy, Debtor and Creditor, Probate, Wills, Estates, Trusts, Adoptions, Guardianships, Real Estate, Small Business Corporations and Partnerships, Property Law, Personal Injury, Torts and Automobile Accidents and Injuries. In cases of Medical Malpractice, Product Liability and Complex Civil Litigation we utilize a team approach and work closely as co-counsel with other attorneys who are experts in their fields.

! How Current Are You In Your Fields Of Practice?

At **Douglas D. Jones Co., LPA**, we keep current in our fields of practice by attending Continuing Education Seminars through out the year to learn about new cases that have been decided and new laws that have been passed. We also maintain Practice Manuals and Subscriptions and receive Court and Legislative updates by e-mail and the Internet in our various areas of practice.

3. CAN I REALLY TRUST YOU?

! Do You Have A Positive Reputation In The Community?

At **Douglas D. Jones Co., LPA**, we make every effort to provide a positive experience for our clients, their family and friends. We will give you references of other clients who have used our services so you can talk to them and find out about us for yourself. Attorney Jones has served with distinction on the Board of Education of Heritage Christian School as Chairman and Secretary and has served as legal advisor to several area churches. He is a member in good standing of the Akron and Stark County Bar Associations.

! Are You Known, Liked And Respected Among Judges And Other Lawyers?

Nothing will cause a person to lose confidence in their attorney or hurt their case more than if their Attorney is not liked and respected by the Judge and the other attorney(s) in the case. Attorney Jones has served respectfully on the Alternate Dispute Resolution, Lawyer's Assistance, Solo & Small Practice and Law Office Technology Committees of the Akron Bar Association and is known, liked and respected for treating Judges, court staff and other lawyers with dignity and respect both inside and outside the courtroom.

! Do You Have Professional Liability Insurance If There's A Problem?

Under the Canons of Ethics governing attorneys, an attorney must make full disclose to the client if he does not have Professional Liability Insurance and must have the client sign a written acknowledgment of that fact. At **Douglas D. Jones Co., LPA**, we are not self-insured and have a Certificate of Professional Liability Insurance if there is ever a problem. We also maintain the established policy limits for our profession for your full legal protection.

**For "A Caring Approach Toward A Winning Strategy"
Your Clear Choice Is *Douglas D. Jones Co., LPA!***

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