

## **HOW WE OPERATE**

We at Kanokanga & Partners have for more than two decades acted and continue to act in the best interest of our clients (*national, regional & international*). We in our operations seek to do the following:

- (a) To uphold the rule of law & the proper administration of justice
- (b) To act with integrity
- (c) To act in the best interest of the client(s)
- (d) To provide quality service
- (e) To provide cost effective solutions to our clients
- (f) To act professionally

Whilst we take all reasonable steps to act in your best interest, we require that our clients co-operate with us at all material times. Further it is our client's responsibility to provide us with clear and detailed instructions (and not giving us false or misleading information) and also pay our fees and necessary disbursements timeously.

## **PRO BONO**

We at Kanokanga & Partners as part of our corporate social responsibility believe in giving back to the community. We provide free legal advice to persons who cannot afford legal services. We provide discounted legal services to inter-governmental and non-governmental organizations and charitable organizations.

We as a firm are committed to structured social awareness and upliftment programs. In this regard we work closely with international pro bono organizations.

## **WHO WILL DEAL WITH YOUR CASE**

The Senior Partner may assign any legal practitioner to handle your case. If your assigned legal practitioner is not in the office and you wish to see him/her, we will be more than happy to take a message or have you see another legal practitioner (however this legal practitioner may not be familiar with your case).

## **CLIENTS BILL OF RIGHTS**

It will be noted that as a client you have certain *rights (these rights are not stated in any order of importance)*:

1. Right to see your Legal Practitioner
2. Right to prompt feed-back from our firm
3. Right to be updated regularly and in a timely manner on the progress of your case
4. Right to prompt communication (includes face to face or web-based) with your legal practitioner
5. Right to a reasonable charge for the work done on your behalf
6. Right to make the ultimate decision in your matter
7. Right to have your legal rights & options explained to you
8. Right to a written fee agreement

## **COMPLAINTS PROCEDURE**

We at Kanokanga & Partners have exceptionally high standards which we are determined to maintain especially given that the Senior Partner is a member of the Legal Practitioners Disciplinary Tribunal

\* Please be advised that we have an internal complaints procedure. You may raise your complaint with your Legal Practitioner or our Office Administrator. Should you still be dissatisfied, you are at liberty to take up the matter with the Senior Partner. If after seeing the senior Partner you are still dissatisfied you may direct your complaint to the Law Society of Zimbabwe.

## **CONFLICT OF INTEREST**

At the commencement of engagement and during its continuation we will investigate on whether there are any conflicts of interest, and upon our findings we will either accept or decline your instructions. In the event of the latter we can assist you by referring your matter to a 'best-friend' law firm.

We are subject to the duty of confidentiality (***see Letter of Engagement***) in relation to the information received and it will be noted that this duty continues to exist even after the conclusion of your matter.

An attorney-client relationship (***see Letter of Engagement***) is a contract of representation (verbal or written) by the legal practitioner (or any member of staff) and client. It can also be formed upon payment of a sum of money by the client to the legal practitioner in order to secure legal advice or other legal services. The information shared between legal practitioner and client is privileged and confidential information. Exceptions of this arise if client has reveal something illegal, for example a scheme to murder wife/employer or to defraud or conceal evidence.

## **ARCHIVING**

We open a file for each client upon the existence of an attorney-client relationship. We will maintain and archive your file for 5 years, counted from the date from the end or withdrawal of the matter, whereafter we will destroy same.