

## [Mission Statement for In Propria Persona Aid](#)

### **Legal Document Assistant Client's Bill of Rights and Responsibilities**

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Legal Document Assistants (LDAs) are bonded and registered professionals whose conduct is governed by the California Business & Professions Code. LDAs are required to maintain high professional standards and refrain from unethical conduct, including the [unauthorized practice of law](#). Accordingly, [consumers](#) who chose to retain the document preparation services of an LDA are guaranteed certain rights, and are obligated to fulfill key responsibilities in the handling of their legal matters.

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#### **Every client has the right to:**

- Upfront pricing.
- A fully-executed copy of the [Legal Document Assistant Contract](#), as set forth in [16 CCR § 3950](#), at the beginning of the LDA-client relationship.
- Clear communication regarding the scope of LDA services available, and the meaning of "self-help service" within the context of the LDA-client relationship.
- Professionally prepared legal documents that accurately reflect the information provided by the client; and any errors being addressed quickly and equitably.
- [Referrals](#) to attorneys, legal aid, or other legal service providers to answer specific legal questions regarding the client's particular situation.
- Exclusively control and direct his or her legal case, strategy, argument and implementation.
- Access to [published](#) legal materials to assist him or her in making informed decisions.
- Confidentiality, to the fullest extent permitted by law.
- Be presented with a copy of the LDA's registration credentials.

- Information about how to resolve any disputes that may arise out of the LDA-client relationship.
- Reasonable and timely responses to all communications.
- Complete access to the entire client file maintained by the LDA, and immediate return of documents upon request.

**Every client has the responsibility to:**

- **Educate** himself or herself of the potential legal options applicable to his or her particular situation or objectives.
- Seek qualified **legal counsel** if the LDA determines that he or she requires the services of an attorney.
- Refrain from requesting or expecting that the LDA provide **legal advice** (i.e., asking the LDA to apply the law to the facts of the client's specific situation).
- Provide clear and complete written instructions to direct the LDA in the preparation of legal documents.
- Provide reasonable and timely responses to all communications from the LDA.
- Carefully review any document prepared by the LDA before the document is signed and filed, recorded or served.
- Present any questions or concerns prior to final documents being prepared.
- Make all payments according to the terms stated in the contract.