Overview of responding to requests for information in a legal office

Introduction

As a Legal Administration Assistant, you will be required to respond to range of requests for information. These requests may arise from the lawyers in the practice or from clients.

Recording requests

The Centonza, Gleitman, Luong & Associates' practice does not have a specific method for recording requests. However, you should try to record the following details:

♦ The person's name requesting the information
♦ The information that is required
♦ The time constraints of the request.

These details will help ensure that you supply the correct information when it is needed.

Task list

If you do not have to supply the information straight away make sure that you add the request to your task list. This will ensure that you remember the request and you can then prioritise this work in conjunction with your other tasks.

Understanding the request

If you do not fully understand what information is required then clarify the request by asking appropriate questions and always repeat the request back to the person as this gives them the chance to correct any misunderstanding.

Confidentiality in a legal office

Confidentiality is very important in the legal world. You must only provide information if you have been authorised to do so by the lawyer dealing with the matter. If you are unsure what information you can divulge make sure you ask the lawyer concerned.

For further information regarding information requests, refer to the "Responding to requests for information" book in the Library."