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LAW OFFICE OF

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# HAYDEN GLASS SIZEMORE

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**EFFECTIVE 01/01/2026**

## **Office Policies for Retained Clients**

### **Nature of Representation**

Legal representation is provided pursuant to a written fee agreement and is limited to the specific matter described in that agreement. Retention does not guarantee outcomes, court scheduling, or unrestricted access to the attorney.

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### **Scope of Representation**

Representation includes only the legal services expressly agreed upon in the fee agreement. Services **not included** unless separately agreed include appeals, post-judgment matters, probation or parole issues, civil matters, and unrelated legal issues. Representation concludes upon final disposition of the matter, substitution of counsel, or withdrawal approved by the court.

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### **Fees & Billing**

Fees are governed by the written fee agreement. Payment of fees does not entitle a client to unethical or frivolous filings, immediate responses, or actions not supported by law or fact. Failure to comply with payment terms may result in suspension of work or withdrawal where permitted.

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### **Communication Policy**

Email is the preferred method of communication. Phone calls and conferences are scheduled in advance, except for time-sensitive court matters. Messages sent outside normal business hours will be addressed as scheduling permits. Repeated messages do not accelerate response time.

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## **Appointments & Availability**

Appointments are required at all times. Walk-ins are not accepted. Court appearances, travel, and other professional obligations may limit availability. Immediate responses are not guaranteed while counsel is in court, meetings, or outside business hours.

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## **Court Scheduling & Strategy**

Court dates and deadlines are controlled by the court. Continuances are granted only when legally justified and approved by the court. Strategic decisions are made by counsel in accordance with applicable law, procedural rules, and ethical obligations.

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## **Client Responsibilities**

Clients are expected to provide accurate information, comply with court orders, attend required appearances, maintain current contact information, and communicate respectfully. Failure to do so may negatively impact representation.

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## **Professional Conduct**

Harassment, threats, abusive language, or boundary violations toward counsel or staff will not be tolerated and may result in termination of representation or a motion to withdraw where permitted.

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## **Acknowledgment**

By retaining this office, the client acknowledges that these policies apply in addition to the written fee agreement and that legal representation is governed by professional and ethical rules.