
LAW OFFICE OF
HAYDEN GLASS SIZEMORE

EFFECTIVE 01/01/2026

COMMUNICATION POLICY

Approved Methods of Communication

The firm communicates with clients through approved channels only. Email is the preferred method of communication. Phone calls and conferences are scheduled in advance, except for time-sensitive court matters. Communication through any other method is not authorized.

Response Times

The firm makes reasonable efforts to respond promptly; however, responses are not immediate. Court appearances, hearings, travel, and workload may delay responses. Repeated messages do not accelerate response time.

Lack of response generally indicates that no material development has occurred in the case.

Text Messaging

Text messaging may be available for limited administrative purposes only and is **generally disfavored** as a method of legal communication.

Text messages:

- Are not monitored continuously
- May not be seen promptly
- Do not establish notice, receipt, or a duty to respond

Clients should not rely on text messages for substantive, time-sensitive, or legal matters. Statements such as "*I texted you*" do not constitute notice to the firm.

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Incarcerated Clients

Clients who are incarcerated should understand that confinement limits communication. The firm does not provide routine status updates, progress reports, or reassurance calls, particularly in appellate or post-conviction matters where long periods of inactivity are normal.

The firm will contact incarcerated clients when a material development occurs.

Jail and prison phone calls are recorded and monitored. Legal advice is not provided over recorded lines. Excessive or repeated jail or prison calls are not required to be returned.

Third-Party Communications

The firm will not communicate through third parties. Friends, family members, or other individuals may not contact the firm on a client's behalf for updates, strategy, or explanations. Such communications will not be responded to.

Social Media, Personal Contact & Boundaries

Clients may **not** attempt to contact the attorney or staff through:

- Social media platforms or direct messages
- Personal phone numbers
- Indirect messaging or “passing messages”
- Comments, reactions, or public posts

Unauthorized contact is considered a boundary violation and will not be responded to.

Abusive or Excessive Communications

Harassment, threats, abusive language, repeated accusations, or manipulative communications are inappropriate. Such conduct may result in:

- Communication being limited to written form only
- Documentation in the case file
- Termination of representation or a motion to withdraw where permitted

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Final Notice

The firm does not provide on-demand updates, instant responses, or explanations for court delay.
Courts — not attorneys — control case timelines.

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