

Guiding Principles of Paralegals working with NAMATI

1. Clients first - Our greatest duty is to the communities and individuals with whom we work. We must treat them with respect, courtesy and solidarity. We would like you to constantly evaluate whether our program is doing its best to serve them, and to help us to improve wherever possible.
2. Solving justice problems - The aim of our work is to help people achieve concrete, practical solutions to their justice problems. We must be creative and perseverant in pursuit of this aim.
3. Empowerment - Our interventions should raise our clients' knowledge, capacity, and confidence to stand up for themselves and to solve justice problems on their own whenever possible.
4. Confidentiality - We are required to respect the privacy of our clients and do not share information about our clients to the public. We are to use the information for the purpose of solving their problems. Where we wish to make use of such information other than for our internal purposes, the consent of the client is required.
5. Free-of-cost service - We shall not take fees including presents/gifts for any services provided to a client.
6. Impersonation - We must remember that we are not a lawyer and therefore cannot practice law as a lawyer.
7. Promptness - Promptness - We provide prompt services and do not keep people waiting unnecessarily. We follow-up on a regular basis with clients to keep both us and them informed, even if the case takes a long time to resolve.
8. Impartiality - We must always be unbiased and impartial. We do not handle cases in which we have an interest so as not to run the risk of taking sides. For example we refer such cases to another paralegal.
9. Personal and Professional Responsibility - We shall maintain a high level of personal and professional integrity.
10. Work within the framework of the law - We shall respect and follow the law in carrying out our paralegal work. For example, we cannot force people to sign complaint letters or mediation agreements.
11. Working as a team - In addition to our clients, we have a responsibility to support each other in our collective mission. It is important for us to communicate clearly and respectfully, to build each other's capacity, and to maintain an atmosphere of teamwork.
12. Responsible use of resources - We receive allowances for transportation, cell phone credit and community meetings, in addition to our monthly stipend. These funds should be used to fulfill our responsibilities to clients and we must spend the allowances in a wise and careful manner.

Action on the breach of paralegal ethics

- Option (1) Verbal Reminder It can be through phone or in person in front at least 3 representatives of the complaint handling team who are implementing the decision of the whole team. The decisions and implementation of the decision has to be recorded in the paralegal performance profile.
- Option (2) Written Reminder. It is the letter reminding the concern paralegal giving the message that he/she given last chance for improvement. It will also inform the paralegal if he could not follow the ethics, he has to send written resignation to the program within seven days from the receipt of the written reminder.
- Option (3) Notice Letter. It is the letter informing the dismissal from the paralegal position paralegal and Termination of agreement.
- Option (4) further actions to ensure fairness and justice.
- Option (5) Both of Written Reminder and further action to ensure fairness and justice.
- Option (6) Both of dismissal from paralegal position and further action ensuring justice.