



The Relationship

- Client confidentiality is very important. The surname and address of the client should never be given away. All personal information should remain confidential.
- Don't take on too much, or agree to anything you don't want to.
- The wishes of the client are paramount and must be respected at all times.
- Always let your partner know if you are unable to make an arranged meeting.
- We advise that you don't give the client your telephone number immediately.
- Your partner may offer you presents. It is OAB policy that only token gifts at Christmas or birthdays should be accepted. We advise that cash gifts should always be declined.
- If you are unhappy with anything during your time as a volunteer please contact your volunteer co-ordinator. Either party may ask for the partnership to be ended without any reason being given. If this occurs OAB will try to find you another client.