

Welcome

Adoption Guide

- Agency
- Adult
- Private/
Independent
- Relative
- Stepparent



Syrena Williams | Legal Services, PLLC
Syrena@SyrenaWilliams.com
www.SyrenaWilliams.com



Welcome

We are glad to have you here and appreciate you considering our firm to help you with your current needs.

Our firm, Syrena Williams Legal Services, PLLC handles several types of adoptions in North Carolina. The nature of these proceedings are sensitive for the family and all involved. We understand this and begin by listening to you, understanding the circumstances and then communicating what you can expect during our representation.

We look forward to speaking with you.

Syrena N. Williams
Attorney at Law



Table Of Contents

1

Operations Policy

2-4

Communications Policy

5

Client Responsibility

6

Managing Expectations

7

Document Policy

Operations Policy

Hours of Operation

Mondays - Thursdays

9:00am- 5:00pm

Fridays 9:00am - 1:00pm.

Holidays:

Our office is closed for all Federal
and State Holidays.

We are also closed the week of
Thanksgiving, the last two weeks of
each year and the first week of every
year for Christmas and New Year's.

Contact Information:

Email: Syrena@SyrenaWilliams.com

Telephone: (919) 907 - 3009

****See Communications Policy****



Communication Policy

Please note that we only communicate with our client(s)' about their own individual case(s).

Preferred Method of Communication (in preferred order):

Email

Typically, email is checked and responded to once/twice a day between 10:00am - 10:30am(EST) and 3:00pm - 3:30pm (EST). Having this scheduled time allows me to have uninterrupted dedicated time to work on cases, make court ceremonies, conduct mediations and attend any meetings outside the office as needed.

Normal response time is typically 1-2 business days, or sooner if time allows. All emails will be addressed during normal business hours.



Communication Policy Cont'd

Phone Calls

It is not our normal practice to accept unscheduled phone calls as our days are planned with work, meetings, court appearances, mediations and consultations. Instead, we encourage you to leave a message that includes your email address so that we can respond with any information you may need.

We believe that your time is valuable as well. When we accept your case, you are provided a link to schedule short conversations for any questions that you may have. Scheduled conversations ensure that we are both available to discuss your needs and provide undivided attention to do so. Please see your welcome email if you need access to the schedule link again.



Communication Policy Cont'd

Text Messages (SMS/MMS)

Our policy is to not provide cell phone numbers nor to communicate via text message regarding any secure matters. Text messages received by our attorney and staff will not be responded to by our office due to security concerns including the breach of any attorney/client privilege.

Client Client Responsibilities Responsibilities

We believe in treating you the way we want to be treated. Please be sure that you respond to your emails in a timely fashion. Any delays on your part may delay the progress of your case.

Please read and review all documents that you receive and reply to in a manner that is thorough. We are using your responses for court documentation.

Practice patience, as our firm does not drive the timeline in this process. Refer to your communications from us and infographics often to understand where you are in the process.

Managing Accidental Errors Expectation

Unfortunately, we all make mistakes - the attorney, the clerk, the client.

Should you find that there is an error in anything, please be sure to point it out to us. We will be sure to do the same with you. If you miss providing us any information, we will let you know.

We provide honest, sincere and respectful communication at all times. We focus on promptly correcting any issue and accept responsibility for any mistake made. We expect you to treat us the same.

Document Document Exchanges Policy

Our clients understand and agree that we aim to be a paper-free Firm. All possible communications and document exchanges will occur via email and/or Dropbox.

All original court filings will be delivered to the client via certified mail. Our office does not retain any originals, only electronic copies.

The client's entire file will be available on our secure server through the duration of the case and for a minimum of 90 days after the finalizing of our representation.

The client is responsible for storing all originals for future purposes, as well as downloading all materials prior to the 90-day file removal at the completion of the case. In the event that the client hires new counsel, the client agrees for the Firm to deliver the file to the new attorney via Dropbox.

The client acknowledges that the correct use of Dropbox requires Microsoft Office 2003, Adobe Acrobat Reader or later compatible software.

Need To Book Your Consultation?

Agency Adoption - [Click Here](#)

All Other Adoptions - [Click Here](#)

We look forward to
working with you to best
serve your needs!

Syrena Williams | Legal Services, PLLC

Syrena@SyrenaWilliams.com

www.SyrenaWilliams.com