

1 **Rule 1.3. Diligence.**
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3 A licensed paralegal practitioner shall act with reasonable diligence and promptness
4 in representing a client.

5 Comment
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7 [1] A licensed paralegal practitioner should pursue a matter on behalf of a client despite
8 opposition, obstruction or personal inconvenience to the licensed paralegal practitioner
9 and take whatever lawful and ethical measures are required to vindicate a client's cause
10 or endeavor. A licensed paralegal practitioner must act with commitment and dedication
11 to the interests of the client and with zeal in advocacy upon the client's behalf. A
12 licensed paralegal practitioner is not bound, however, to press for every advantage that
13 might be realized for a client. For example, a licensed paralegal practitioner may have
14 authority to exercise professional discretion in determining the means by which a matter
15 should be pursued. See Rule 1.2. The licensed paralegal practitioner's duty to act with
16 reasonable diligence does not require the use of offensive tactics or preclude the
17 treating of all persons involved in the legal process with courtesy and respect.

18 [2] A licensed paralegal practitioner's work load must be controlled so that each matter
19 can be handled competently.

20 [3] Perhaps no professional shortcoming is more widely resented than procrastination. A
21 client's interests often can be adversely affected by the passage of time or the change
22 of conditions; in extreme instances, as when a licensed paralegal practitioner overlooks
23 a statute of limitations, the client's legal position may be destroyed. Even when the
24 client's interests are not affected in substance, however, unreasonable delay can cause
25 a client needless anxiety and undermine confidence in the licensed paralegal
26 practitioner's trustworthiness. A licensed paralegal practitioner's duty to act with
27 reasonable promptness, however, does not preclude the licensed paralegal practitioner

28 from agreeing to a reasonable request for a postponement that will not prejudice the
29 licensed paralegal practitioner's client.

30 [4] Unless the relationship is terminated as provided in Rule 1.16, a licensed paralegal
31 practitioner should carry through to conclusion all matters undertaken for a client. As a
32 licensed paralegal practitioner's employment is limited to a specific matter, the
33 relationship terminates when the matter has been resolved.

34 [5] To prevent neglect of client matters in the event of a sole licensed paralegal
35 practitioner's death or disability, the duty of diligence may require that each sole
36 licensed paralegal practitioner prepare a plan, in conformity with applicable rules, that
37 designates another competent licensed paralegal practitioner to review client files, notify
38 each client of the licensed paralegal practitioner's death or disability, and determine
39 whether there is a need for immediate protective action.