

Name: [REDACTED]

Membership no: [REDACTED]

<p>1. Competency: 6 Learning Outcome: 6.1</p> <p>Apply rules of professional conduct appropriately to relevant situations.</p>	
<p>2. Evidence provided:</p> <p>Email to client.</p>	
<p>3. Outline how the evidence demonstrates you meet the outcome</p> <p>Identify most recent CILEx Code of Conduct and other rules: I am aware that both IPS and the SRA Code of Conduct apply to me. Chapter 3 of the SRA code of conduct requires me to identify and act appropriately where there is a conflict of interest. Principle 5 of IPS Code of Conduct requires me to act in my client's best interest and principle 7 requires me to ensure that my independence is not compromised.</p> <p>How I act in accordance with the rules: In this case the client instructed me to commence action against a Company. After carrying out a conflict check on the firm's case management system, I identified that both parties were clients of the firm. In order to ensure that I act in accordance with both client's best interest and ensure that my independence is not compromised I explained to the instructing client that there was a conflict of interest preventing me from acting. I suggested that an informal call could be put in to the other party to suggest that they contact the instructing client to discuss the issue, but that we couldn't take any further action.</p>	
<p>4. Reflection and evaluation (what you learnt from the activity you undertook to meet the outcome). Note: you may want to complete this section at a later date once you have had time to reflect on your practice and experience.</p> <p>I have learnt that it is essential to comply with conflict checks and the other rules and codes of conduct which apply to me.</p>	
<p>5. Completion date: 13.12.2012</p>	
<p>6. Signed (applicant) [REDACTED]</p>	<p>Date: 09.10.2013.</p>
<p>7. Signed (supervisor) [REDACTED]</p>	<p>Date: 9/10/2013.</p>

[Redacted]
From: [Redacted]
Sent: 13 December 2012 16:43
To: [Redacted]
Subject: [Redacted]

Dear [Redacted]

We have today received a call from an existing client by the name of [Redacted] regarding an outstanding issue they have with [Redacted]

[Redacted] believe that they are due a refund and have tried to contact [Redacted] about this but have been unable to resolve the matter and [Redacted] have claimed that there is outstanding amount due.

This obviously poses a conflict of interest on our part and as such we are unable to get involved in the matter.

However if possible I should be grateful if someone at [Redacted] would attempt to contact [Redacted] in order to try and resolve the matter.

The details for [Redacted] are as follows:

[Redacted]
[Redacted]
[Redacted]

Many thanks

[Redacted]

Thanks

[Redacted]
[Redacted]
Litigation Executive

[Redacted]

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