
Help Us Help You



Milena Celap Barrister & Solicitor strives to provide sound legal advice and competent court and tribunal representation through efficient customer service. So, here are a few tips for you to keep in mind so that you can help us help you.

Customer Service Objective

- ✉ We understand that our clients are experiencing daunting situations. As such, our staff strives to be understanding and greet you with a pleasant attitude and provide you with efficient service and the best possible advice and solution to your legal situation.
- ✉ If we cannot serve you because of a conflict or because we do not offer services in a particular area of law, we will try to refer you to another reputable law office.

Staying in Contact

By telephone

- ✉ You may call us at 905-874-1522. If you are calling from another town or city, you may call our toll-free number: 1-877-874-1255. You may leave a confidential detailed message at this number. Provide your telephone number(s) every time because we often retrieve messages from off-site locations (home, courthouse, etc.) and may not have your number on hand.
- ✉ If your call is truly urgent (i.e., arrest or other emergency), please indicate this in your message and we will call you back as soon as possible.
- ✉ For calls that are not urgent, we do our best to return calls within 24 hours. Therefore, please do not leave several messages, but wait for us to call you back. If you do not hear from us within 24 hours, perhaps your message did not reach us, in which case, please call again.
- ✉ If you have voicemail, please make sure that it is initialized and that your mailbox is not full, otherwise we may not be able to leave you a message if you do not pick up your phone.

By fax

- ✉ You may fax us at 905-874-1595, email us at mcelap@celap.com or write to us at 350 Rutherford Rd. S., Plaza II, Suite 225, Brampton, Ontario, L6W 4N6, except to schedule appointments. We try to respond to written contact by dealing with urgent requests first. We do our best to respond to such letters, faxes and emails within five business days.

By email

- ✉ You may email us at mcelap@celap.com. Email is not the same as a telephone call, so please leave a few days for us to respond. Do not send urgent emails unless you have first called us to tell us they are on their way.
- ✉ If you are emailing attachments, please do not send more than 6 MB per email as the attachments will not be transmitted through our server.

By office visit

- ✉ You may also meet with us at our office by making an appointment. We strive to keep some weekend and evening hours each week. If you just drop in, we may not be able to accommodate you, so please always make an appointment or give us a heads up if you are dropping off documents or payments.

Keep us Informed

- ✉ Please inform us promptly of any change in your telephone number, cellular telephone number, home address and email address.

- ✉ Bail conditions, undertakings made to police officer and other recognizances may require you to report a change in address or employment. Please be sure to bring a copy of these documents for our files so that we can advise you as to any report requirements.
- ✉ If we are appearing in court for you by Designation of Counsel, please call us the day prior to your court date to verify that your attendance in court is not required.
- ✉ In addition, you must call us the day after court to learn your new court date and whether or not your attendance will be required.
- ✉ Please provide us with documentation and information when we request it. Drop documents off at our office between 8:00 a.m. and 6:00 p.m. (unless it is closed because we are all in court). The building is open from 7:00 a.m. to 6:00 p.m. You may leave documents in an envelope with your name on it under the door of Suite 225 if we are not in the office and the building is still open. Never leave documents in hallways or outside of the building.

Our Retainer Agreement

- ✉ We work hard to achieve successful conclusions to our clients' cases. However, we are not obligated to work on your file unless and until you provide us with your retainer monies as set out in the Retainer agreement. A delay in getting work done on your file may compromise your case, so it is in your best interests to stick with the Retainer agreement.

Payment Plans

- ✉ Payment plans may be negotiated at our discretion and in accordance with our policy. However, a client who does not adhere to a payment agreement may find themselves without legal services. We do our best to help out, but if you commit to a payment plan, you must stick to it. If you are experiencing hardship, you need to tell us.

Payments

- ✉ All cash payments must be made in person because the payor and the recipient must sign the receipt. This is not optional; it is mandatory. Therefore, do not leave cash payments with other businesses in our office building. Do not leave cash payments under our office door. We are not responsible for payments made to anyone but Milena Celap Barrister & Solicitor. These rules exist for your protection.
- ✉ If you would like to make retainer payments by email, you may do so to mcelap@celap.com.
- ✉ We do not accept payments other than Canadian cash, money orders/bank drafts, and email payments. However, we will not accept your email payment if we have to pay a service charge to withdraw the funds (e.g. Paypal). Money orders can be obtained at banks, post offices and currency exchange outfits such as Western Union.

Confidentiality

- ✉ The solicitor-client relationship is one of the most privileged relationships in existence. Whatever you tell your lawyer is confidential. Whatever you tell other people may be used in court against you (even when you think that telling someone something about your case is trivial or harmless). It is in your best interests to keep details of your case between you and your lawyer. Family and friends are naturally curious about your case, so explain the importance of not talking about the details of your case unless your lawyer tells you that it is alright to do so.
- ✉ In order to preserve solicitor-client privilege, the recording of our meetings and telephone calls is strictly prohibited. Anyone breaching our policy on recording conversations is in breach of their Retainer Agreement. Again, these rules exist for your protection.
- ✉ We do not permit family members, friends and members of the public to participate in meetings with clients. This policy exists for your protection.
- ✉ If you bring witnesses in, they will be interviewed separately.

Thank you for putting your trust in Milena Celap Barrister & Solicitor.