

Goodlawyer Vetting Procedure

Effective: April 30, 2019

Revised: June 3, 2020

Definitions

“Goodlawyer”	means Goodlawyer Inc., a body corporate incorporated under the federal laws of Canada, together with any affiliate or associate of such corporation and any successor of the foregoing; references to “we”, “us” or “our” are references to Goodlawyer.
“Goodlawyer Representative”	means an employee of Goodlawyer who is responsible for vetting new Lawyers on the platform. This employee will be legally trained and have an understanding of the licensing process for Lawyers across Canada.
“Lawyer”, “Their”, “They”	means the individual that is a licensed lawyer in Canada and has applied to offer Legal Services on the Goodlawyer platform.
“Law Society”	means the governing body that regulates the legal profession in the province or territory that the Lawyer practices in.
“Legal Services”	means any legal services contemplated by a scope of work provided by a Lawyer to a Client within a Quote or the description of the legal services in a Fixed-Fee Listing, including any amended or supplemented services as may be requested by the Client and agreed to be delivered by the Lawyer over the Platform;
“User”, “You”, or “Your”	refers to the individual that has visited the Website and/or Application and requested the Legal Services over the Platform;
“Platform”	means the Goodlawyer website located at www.goodlawyer.ca and web-application, including any subdomains thereof, and any other websites through which Goodlawyer makes its services available, and any applicable mobile, tablet, or other smart-device applications and application program interfaces and all associated services.

Introduction

At Goodlawyer, our mission is to provide more people the Legal Services they need, and to do it in a new and user-friendly way. We recognize that matching you with quality Lawyers who share our values is paramount to our success, the Lawyer's success using the platform, and yours as their client.

This document outlines the process we follow at Goodlawyer to vet our Lawyers and ensure they are a perfect fit for the platform and Goodlawyer's clientele.

Our Vetting Process

Step 1: Application Process

Goodlawyer collects basic identification information from every lawyer who signs up. Lawyers are also required to provide extra information, including work history, information regarding their Law Firm, and information regarding their qualifications to deliver Legal Services.

With this information, a Goodlawyer Representative can verify that the Lawyer is licensed to practice in Canada, identify what law society they are a member of, ensure they have adequate experience in specific areas of practice, and that there are no complaints against them filed with their Law Society.

Step 2: Application Review and Investigation

The Goodlawyer Representative will review each Lawyer's application and investigate the candidate by:

- Confirming with their Law Society that they are currently licensed to practice;
- Reviewing the Lawyers website, LinkedIn, and other public profiles and accounts;
- Verifying any reviews left by past clients.

Our Vetting Process continued

Step 3: Interview

The Goodlawyer Representative interviews every Lawyer on the Platform. Every Lawyer is asked a series of standard questions to verify their application:

- What area of law do you practice?
- Where did you attend law school?
- What year of call are you?
- Have you had any law society complaints?

If there are any concerns identified by the Goodlawyer Representative during the Application Review, Investigation, or Interview process the Goodlawyer Representative has the discretion to ask additional questions relating to those concerns.

In addition, a fundamental purpose of the interview is to ensure that the lawyer shares Goodlawyer's key values and is truly committed to helping our customers. Interviews contain a strong element of open conversation regarding topics like access-to-justice that help us properly assess their fit for the Goodlawyer platform.

Step 4: Approval

The Goodlawyer Representative will then approve or deny the Lawyer. If approved, the Lawyer's profile will become available on the Platform and you can begin booking Legal Services with that Lawyer.

Step 5: Quality Control

Once a Lawyer is approved for the Platform, Goodlawyer has the discretion to remove a Lawyer for any reason at any time. We take unsatisfactory experiences from past Users very seriously. As a result, if a Lawyer on the Platform has a complaint filed against them or their reviews fall under a certain threshold a Goodlawyer Representative will investigate the situation and determine if the Lawyer can remain on the Platform.

Thanks for reading about our vetting process.
If you have any further questions, please contact help@goodlawyer.ca.