

Sec. 31-272-3. Communication with the client

(a) An authorized agent shall keep a client reasonably informed about the status of any matter before the Appeals Division. An authorized agent shall verify with the client the accuracy of any information it provides to the Appeals Division.

(b) An authorized agent shall promptly notify the client of any scheduled proceedings before the Appeals Division to allow time for case preparation and the scheduling of witnesses. An authorized agent will ensure that the client is familiar with the contents of “An Employer’s Guide to the Appeals Process,” “A Claimant’s Guide to the Appeals Process,” and any other relevant information that the Board provides for the education of parties. Clients should be apprised of the consequences of not appearing and the importance of participation at all stages of the proceedings and of producing first-hand testimony.

(c) If a client determines that it does not wish to pursue an appeal, a request for withdrawal of the appeal should be made in writing, or communicated orally and followed by a writing, in a timely fashion. If the client and the authorized agent determine that there is no basis for an appeal, that the appeal is frivolous, or that the client is not interested in pursuing the appeal, the appeal should be withdrawn. The appeal should be withdrawn as soon as possible, preferably prior to the scheduling of a hearing.

(Effective July 1, 1992)