

SERVING THE PUBLIC AND THE MEMBERSHIP  
OF THE STATE BAR OF TEXAS

**— CAAP —**  
**CLIENT—ATTORNEY  
ASSISTANCE PROGRAM**

*HOW IT CAN HELP THIRD—PARTY  
INTERESTS*



## What is CAAP?

CAAP, or the Client-Attorney Assistance Program, is a voluntary, confidential dispute resolution service of the State Bar of Texas whose objective is to facilitate communication and foster productive dialogue in an effort to assist the public in resolving minor concerns or misunderstandings with Texas attorneys.

## What kind of services does CAAP provide?

CAAP's mission is to “facilitate communication and foster productive dialogue between Texas lawyers and their clients in an effort to assist them in resolving minor concerns, disagreements, or misunderstandings that are impacting the Attorney-Client relationship.”

This mission is completed in two ways.

First, CAAP operates the State Bar's grievance helpline, which takes calls from the public regarding concerns about attorneys.

Second, CAAP can contact an attorney on a client's behalf. Typically, CAAP only contacts an attorney for someone who has a client-attorney relationship with the attorney. However, CAAP has developed a process specifically designed to assist those who may not have a client-attorney relationship with an attorney, but still have an interest in a case an attorney is handling. Most commonly, these individuals represent third-party providers, such as medical providers.

## How does a provider request assistance from CAAP?

As a courtesy, CAAP can contact an attorney on the behalf of a third party provider. In order for a third-party provider to receive this service, CAAP requires that the provider complete the following steps:

1. Contact the attorney directly. This should be done in writing. A letter provides better documentation than a phone call, and can be used to demonstrate to the State Bar as well as to the attorney that an attempt has been made to resolve the problem. The letter should include an explanation of the provider's expectations as well as a timeframe of at least two weeks for the attorney to respond. This written request should be sent to the attorney by certified mail. Copies of any letters of protection should be included in this correspondence.
2. If the attorney does not respond to the letter within the timeframe indicated, the provider then fills out a Request for Assistance form (RFA). The provider should clearly indicate in this form the relationship they have to the client and the attorney. The RFA should be sent to CAAP along with a copy of the letter sent to the Attorney and any copies of any letters of protection that are available.

## How does CAAP assist?

After CAAP has received a properly completed RFA with a copy of the letter sent to the attorney, CAAP will send a letter to the attorney on the provider's behalf. Included with the letter will be a copy of the letter the provider sent on their own and copies of any available letters of recommendation.

The letter does not obligate the attorney to pay the provider, rather it is meant to bring the matter to the attention of the attorney. Most often, this gesture is enough to bring resolution to the situation.

## What's next?

Unfortunately, after CAAP has sent a courtesy letter to the attorney, it cannot provide further assistance in contacting the attorney. If the issue remains unresolved, providers can file a grievance with the State Bar of Texas' Chief Disciplinary Counsel at **[cdc.texasbar.com](http://cdc.texasbar.com)**.

A provider may also consider contacting an attorney or collection agency in order to resolve the dispute with the attorney.

TO REACH CAAP AND THE  
GRIEVANCE INFORMATION HELPLINE CALL:

1-800-932-1900

OR

1-800-204-2222, EXT. 1790

(from anywhere in Texas or out-of-state)



mailing address:

CAAP

P.O. Box 12487

Austin, TX 78711-2487

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