

LeFante Law Offices Outlines Client Communication Protocol

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BLOOMINGTON, IL - November 27, 2026 -
LeFante Law Offices, P.C., an Illinois law firm with offices in Bloomington and Peoria, has outlined the client communication protocol it follows throughout personal injury cases, describing updates from intake through resolution. The Illinois Attorney Registration and Disciplinary Commission (ARDC) recorded 5,586 investigations in its 2025 annual report. Allegations involving neglect, incompetence, and inadequate communication accounted for 45 per cent of complaints.

Personal injury claims can extend over many months. During that period, clients may face medical appointments, gaps in earnings, and direct outreach from insurers. The ARDC figures concern allegations across practice areas and do not establish the frequency of proven communication failures. Illinois Rule of Professional Conduct 1.4 requires lawyers to keep clients reasonably informed, respond promptly to reasonable requests for information, and explain matters sufficiently for clients to make informed decisions.

"Most clients want to know two things: where their case stands and what happens next," said James P.

LeFante, founder of LeFante Law Offices, P.C. "We make the first call. Clients dealing with injuries should not have to track down their attorney for a status update. We reach out at every stage so they can focus on recovering."

Under the protocol, the firm reviews the case at intake, checks applicable filing deadlines, and begins collecting evidence. At that stage, clients are told what has been gathered and what comes next.

As a client continues treatment, the protocol requires the firm to collect medical records and billing documentation and manage direct communication from insurance companies on the client's behalf. LeFante previously worked as a defense attorney for insurance companies. Clients receive updates on what materials have come in and how the matter is progressing.

When a case enters negotiation or proceeds to litigation, the personal injury law firm presents settlement offers and discusses strategy at each decision point. After consulting with the attorney, the client makes the final decision on whether to accept a settlement.

After a case resolves, the firm continues working on the client's behalf by seeking reductions in outstanding medical bills and liens, where applicable, to increase the client's net recovery. Clients receive updates during those negotiations. "In one case, a motorcycle accident client avoided $180,000 in medical bills through post-settlement negotiation," LeFante said. "That work happens after the settlement check arrives, and clients need to know it is ongoing." Results depend on each case?s facts and circumstances. Past results do not guarantee similar outcomes.

"What clients tell us, over and over, is that they simply want to know they haven't been forgotten," said LeFante. "Keeping someone informed isn't a courtesy; it's a core part of the representation. When a client understands what's happening, they can make better decisions about their own case."

About LeFante Law Offices, P.C.

LeFante Law Offices, P.C. is a personal injury law firm founded in 2009 with offices in Bloomington and Peoria, Illinois. The firm represents injured individuals and families throughout Central Illinois in matters involving automobile accidents, workers' compensation, premises liability, wrongful death, and related claims. Five attorneys handle personal injury matters across the region. The firm operates on a contingency fee basis. Fee arrangements and any client responsibility for costs are outlined in a written agreement. James P. LeFante serves as principal attorney.

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For more information about LeFante Law Offices - Bloomington, contact the company here:LeFante Law Offices - BloomingtonCustomer Service+1 309-869-8309lefante@lefantelaw.com121 N Main St Suite 210, Bloomington, IL 61701

LeFante Law Offices - Bloomington

LeFante Law personal injury lawyers serve injury victims in Bloomington and across Central Illinois. Our attorneys handle car accidents, medical malpractice, and workers' comp cases. No fee unless we win. Free consultation. Call (309) 869-8309.

Website: https://lefantelaw.com/

Email: lefante@lefantelaw.com

Phone: +1 309-869-8309