

REBUILDING LIVES

The Law Offices of Jennifer J. Riley takes a client-centric approach to divorce and family law.

“We help people build new lives,” says Jennifer J. Riley, family law attorney. “There’s a perception that ‘divorce’ is the dismantling of lives, but it is also a time for our clients to build a new life—the life they want.”

Founded in 2013, the Law Offices of Jennifer J. Riley has grown from a small office, rented from another law firm, to a boutique family law practice with two offices (one on the Main Line, the other in Blue Bell), nine full-time attorneys, and a robust support staff. The firm provides traditional divorce and family law services with an emphasis on helping each client protect what matters most to him or her. This includes an added focus on enhancing wellness during and after the divorce process. Riley has added Alternative Dispute Resolution to the services the firm provides, including mediation and collaborative divorce. She also has developed a full wellness-based approach to thriving during the divorce process, building connections for her clients with financial advisors, therapists, counselors, and others to enhance clients’ mental, physical, and financial health through and after divorce.

“Calling a divorce lawyer is one of the most difficult steps a person can take,” Riley says. “That doesn’t mean that the process and the outcomes can’t be positive. We support our clients through the divorce process, and we help them build bridges to take them to new levels of life after the process. We help them focus on wellness so that they can be a happier person in their new life.”

Another critical element of her firm’s philosophy is working towards positive outcomes for all parties in the manner each client needs. Every client is different, so while some clients want to fight in court, many others want to negotiate an amicable settlement. All of the attorneys at the firm are experienced litigators, but they are also skilled and successful negotiators.

“Our philosophy is this: The litigation system is there only if the parties themselves cannot communicate and negotiate,”



Riley says. “Our role as family law attorneys is to help avoid litigation, if possible. Litigation is never our first step in the process. Opening communication to help our clients save money is always step one.”

Client-Centric Service

Many of the firm’s clients are experiencing drastic emotional turbulence, major lifestyle changes, and even serious financial stress. “Divorce is different for each client, but nearly all of our clients are experiencing some level of loss,” Riley adds. “Our employees are trained in ways to help walk clients through those stages of grief.”

All staff members receive training in customer service techniques, including emotional intelligence. This client-centric model extends into every aspect of the firm’s operations, even down to the less obvious examples, such as billing. Riley’s team is careful to craft fee agreements and billing statements that are descriptive and transparent, and Riley has a full-time Client Services Manager on staff to help navigate the billing process and to help clients conserve costs.

“We want all of our clients to feel that they are in control of the process to the degree that the legal system allows them to be,” Riley says. “We strive to take a client-centric approach in all we do, and we endeavor to help our clients find joy and freedom in the process.”



LAW OFFICES OF JENNIFER J. RILEY

585 Skippack Pike, Suite 200 | Blue Bell, PA 19422
656 Swedesford Road, Suite 360 | Wayne, PA 19087
215-283-5080 | jjrlawfirm.com