

Client care and complaints handling



The Law Society

May, June & July 2010

3.00pm - Registration & refreshments, 3.30pm - 6.45pm Seminar

3 hours CPD Cost - £150 + VAT

Overview

The Legal Services Act 2007 was designed to simplify the regulatory maze underlying the legal sector and to improve access to justice and competition within the legal market. Today, its provisions are changing the legal landscape and are also driving new rules and regulations on client care and complaints handling, which are in turn paving the way for a new Legal Ombudsman scheme, the Office for Legal Complaints (OLC).

In this context, there has never been a more vital moment to ensure that your firm's client care knowledge is up to date, at minimum, and ideally, "best in class." Your client care delivery is one of the most important elements of your business and, on the rare occasions when you do have to deal with complaints, your complaints handling processes must be adequate to ensure that you have dealt with the matter appropriately and complied with regulatory requirements.

This seminar is an investment in your firm's future. It aims to improve standards of practice within the profession through the promotion of client care, practice excellence, and effective complaints handling. Areas to be covered include:

Best practice client care pointers - becoming a "21st century practice"

- A refresher on the current regulatory framework
- The 'service' mindset - understanding the client as customer
- Client care fundamentals - an introduction/reminder and a closer look at supervision
- Practical update on Rules 2 and 5 of the Solicitors' Code of Conduct 2007 (incorporating reference to relevant Law Society practice notes)

Keys to becoming a "complaints proof" practice

- Building the right culture - your firm's approach to complaints
- Rule 2 - what does the Rule require solicitors to do?
- Rule 2 - the importance of getting your staff members' 'buy-in'
- The "good" complaints handling partner
- Consequences for your firm of poor complaints handling
- What happens if a complaint goes to the Legal Complaints Service/Office for Legal Complaints?

Who should attend?

Client care and/or complaints handling partners, managing partners and solicitors or practitioners in an active client care or complaints handling role

The speaker

Pearl Moses is a solicitor with experience in private practice, legal publishing and customer services. Over the last six years she has worked as a senior technical consultant with the Legal Complaints Service. Her role encompasses policy formulation, training, project management and adjudication. Her day-to-day responsibilities include advising and supporting staff within the Legal Complaints Service on a wide range of practice management and service-related issues. Pearl also works with individual firms on a one-to-one basis to enhance their in-house client care and complaints handling processes.

Dates, locations and venues

Region	Dates 2010	Venue
London	Thursday 20 May	The Law Society, 113 Chancery Lane, London, WC2A 1PL
Manchester	Tuesday 15 June	The Midland Hotel, 16 Peter Street, Manchester, M60 2DS
Birmingham	Wednesday 16 June	The Studio, 7 Cannon Street, Birmingham, B2 5EP
Bristol	Tuesday 22 June	Mercure Holland House Hotel, Redcliff Hill, Bristol, Avon BS1 6SQ
Cardiff	Wednesday 23 June	Capital Tower, Greyfriars Road, Cardiff, CF10 3AG

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Please note: bookings for this event **cannot** be taken by phone

To book and pay

Online

To register for this event online, please go to www.lawsociety.org.uk/events. Select the event you want to attend and click on the 'Booking instructions' tab. You can pay by credit card or cheque. **If you pay by credit card your booking will be confirmed immediately. If you reserve a place online and pay by cheque, your booking will be confirmed as soon as we receive the cheque.**

By post

To register please complete the form below in CAPITAL LETTERS and return it with a cheque made payable to **The Law Society** to: Finance Department, The Law Society, Ipsley Court, Berrington Close, Redditch, Worcestershire B98 0TD or DX: 19114 Redditch.

Title: _____ First name: _____ Surname: _____

Position: _____ Organisation: _____

Address: _____

Postcode: _____ Telephone: _____ Fax: _____

DX: _____ Email: _____

Dates and locations (please select date)

- | | | | |
|--------------------------|------------|-------------------|---|
| <input type="checkbox"/> | London | Thursday 20 May | The Law Society, 113 Chancery Lane, London, WC2A 1PL |
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Registration fee

£150 plus VAT =£176.25 per delegate

No. of delegates

Total payment

Joining instructions will be sent by email one week before the event.

Special requirements

Please advise if you have any special requirements: _____

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Terms and Conditions

- Event documentation will be distributed on the day.
- The Law Society reserves the right to amend or cancel this event. Should the event be cancelled a full refund of the registration fee will be made. The Law Society can accept no further liability if the event is cancelled, including no liability for any expenses incurred as a result of cancellation.
- If you have any special dietary requirements you must give us written notice at least 10 working days before the event and a supplement may be payable.
- Full payment is required unless you give written notice of cancellation at least 10 working days before the event, in which case you will be refunded the registration fee less an administration charge of £25 + VAT.
- You may substitute a colleague without charge, provided you confirm their full name in writing before the day of the event.
- The delegate and the firm/organisation are jointly and severally liable for payment of the fees due.
- The Law Society can accept no liability for any loss suffered by any person acting or refraining from action as a result of the material delivered during or in connection with the event.
- Acceptance by the Law Society of your booking will give rise to a legally binding contract between us on these terms and conditions.

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