



## November 2008 - February 2009 - regional seminars

4.00pm - 4.30pm - registration & refreshments, 4.30pm - 6.30pm - seminar  
2 CPD hours

### Overview

Client relations and rule 2 are not just about regulation but about improving your business. Excellence in client care, from initial contact through to handling complaints, is an important part of demonstrating your professionalism as a solicitor. Practices which have a reputation for providing good client care are likely to enjoy significant benefits, including:

- Increased profitability
- Higher levels of client and employee satisfaction and loyalty
- Free advertising by word of mouth recommendation
- Lower professional indemnity premiums
- Fewer complaints

During 2008 the Law Society has launched practice notes in relation to initial interviews, client care letters and complaints handling which outline good practice in client care and help practitioners to comply with rule 2.

Drawing on these, this seminar will cover:

- First impressions - key tips for initial interviews
- Defining the boundaries - how to write clear and concise client care letters and terms of business
- Better communication with clients, including in relation to costs
- Complaints are opportunities for growth - how to turn client complaints into positive learning experiences for your practice
- How Lexcel can help deliver excellent client service

### 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.

### Speaker

**Heather Stewart**, a solicitor with experience of private practice at partner level, is a consultant with Otterburn Legal Consulting undertaking in-house project work and training on a wide range of practice management issues. Heather has recently presented a series of seminars on the Solicitors' Code of Conduct 2007 on behalf of the Law Society and has worked extensively with firms delivering in-house training on the Code.

Content developed with the help of the **Legal Complaints Service**

### Dates and locations

Wednesday 19 November	Nottingham	The Albert Hall (Nottingham) Ltd
Monday 24 November	London	Etc Venues The Hatton, Hatton Garden
Thursday 27 November	Newcastle	Copthorne Hotel Newcastle
Wednesday 10 December	Manchester	Macdonald Hotel Manchester
Thursday 11 December	Cambridge	The Trinity Centre
Tuesday 16 December	Maidstone	Ramada Hotel & Resort Maidstone, Hollingbourne
<b>2009</b>		
Monday 19 January	Birmingham	Copthorne Birmingham
Thursday 22 January	Cardiff	Law Society Wales Office
Tuesday 27 January	Plymouth	Copthorne Plymouth
Wednesday 28 January	Bristol	Armada House Conference Centre
Monday 2 February	Oxford	Barcelo Oxford Hotel
Tuesday 3 February	Southampton	Jurys Inn Southampton
Wednesday 4 February	Leeds	Hilton Leeds City



# Client care - your business opportunity

Please complete this form in BLOCK CAPITALS and return with payment to: Events Team (Room 1.01 - Ref CC), The Law Society, 113 Chancery Lane, London WC2A 1PL or DX 56 Lon/Chancery Ln  
Tel : 020 7316 5531 / Fax: 020 7316 5667

Firm/Organisation: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

DX address: \_\_\_\_\_

### Delegate

Title: \_\_\_\_\_ First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Position: \_\_\_\_\_ Email Address: \_\_\_\_\_

Tel No: \_\_\_\_\_ Fax No: \_\_\_\_\_

### I would like to attend the following seminar (tick one date/location)

- |  |             |  |
|--|-------------|--|
| <input type="checkbox"/> Wednesday 19 November | Nottingham  | The Albert Hall (Nottingham) Ltd               |
| <input type="checkbox"/> Monday 24 November    | London      | Etc Venues The Hatton, Hatton Garden           |
| <input type="checkbox"/> Thursday 27 November  | Newcastle   | Copthorne Hotel Newcastle                      |
| <input type="checkbox"/> Wednesday 10 December | Manchester  | Macdonald Hotel Manchester                     |
| <input type="checkbox"/> Thursday 11 December  | Cambridge   | The Trinity Centre                             |
| <input type="checkbox"/> Tuesday 16 December   | Maidstone   | Ramada Hotel & Resort Maidstone, Hollingbourne |
| <b>2009</b>                                    |             |  |
| <input type="checkbox"/> Monday 19 January     | Birmingham  | Copthorne Birmingham                           |
| <input type="checkbox"/> Thursday 22 January   | Cardiff     | Law Society Wales Office                       |
| <input type="checkbox"/> Tuesday 27 January    | Plymouth    | Copthorne Plymouth                             |
| <input type="checkbox"/> Wednesday 28 January  | Bristol     | Armada House Conference Centre                 |
| <input type="checkbox"/> Monday 2 February     | Oxford      | Barcelo Oxford Hotel                           |
| <input type="checkbox"/> Tuesday 3 February    | Southampton | Jurys Inn Southampton                          |
| <input type="checkbox"/> Wednesday 4 February  | Leeds       | Hilton Leeds City                              |

4.00pm - Registration and refreshments, 4.30 pm - 6.30pm Seminar  
Confirmation letters/joining instructions will be sent two weeks before the seminar  
If you are booking within two weeks of the seminar, please email to ensure there are places available : seminars@lawsociety.org.uk

### Registration fee

£125 + VAT = £146.87 per delegate

Discounted rates:

- |   |                                      |                      |                      |
|---|--------------------------------------|----------------------|----------------------|
| <input type="checkbox"/> 5+ delegates - 10% discount  | £112.50 + VAT = £132.18 per delegate | <input type="text"/> | No. of delegate/s    |
| <input type="checkbox"/> 10+ delegates - 15% discount   | £106.25 + VAT = £124.84 per delegate | <input type="text"/> | No. of delegate/s    |
| <input type="checkbox"/> Trainees - 10% discount  | £112.50 + VAT = £132.18 per delegate | <input type="text"/> | No. of delegate/s    |
| <input type="checkbox"/> Students - 30 % discount<br>(please bring your ISIC card to the event) | £87.50 + VAT = £102.81 per delegate  | <input type="text"/> | No. of delegate/s    |
|   |                                      | <input type="text"/> | <b>Total payment</b> |

£ \_\_\_\_\_  
Cheques payable to The Law Society

Office Use:

MK03 / LB101 / X74CCE

#### 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 in writing who the substitute will be 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.