

Client care, compliance and complaints handling

A seminar by the Practice Standards Unit

This seminar will provide a brief introduction to the SRA and to the work of the Practice Standards Unit and what to expect from a Practice Standards Unit visit. It will outline and give practical guidance on common issues of poor compliance which have been identified through the visit programme. This will include discussion in relation to client care and costs information, regulated activities, referrals of business and anti-discrimination provisions. It will also address how to avoid service complaints and how best to handle complaints when they do arise.

The Practice Standards Unit of the Solicitors Regulation Authority (SRA) conducts monitoring visits to firms of solicitors throughout England and Wales. The Unit has visited over three thousand firms in the last few years with the aim of improving standards of client care in the profession through the promotion of client care and practice excellence.

Who should attend this seminar?

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

Speakers

Delivery by experienced Practice Standards Advisers

Dates and locations

Monday 25 th February – Nottingham	Jurys Inn Nottingham
Tuesday 26 th February – Leicester	Express by Holiday Inn Walkers Stadium
Thursday 28 th February – Cambridge	The Trinity Centre

All venues are centrally located – full details will be given with joining instructions

Time

11.45-12.30pm	Registration & sandwich or buffet lunch
12.30-2.30pm	Seminar

2 hours CPD



The Law Society

BOOKING FORM

Client care, compliance and complaints handling

Please complete and return with payment to: Conferences & Events – Room 1.01

The Law Society, 113 Chancery Lane, London WC2A 1PL

or DX 56 Lon/Chancery Ln

Fax : 020 7316 5667

Note: If you are booking less than two weeks before an event, please email to confirm there are places available:

bestpracticeprogramme@lawsociety.org.uk

Date/location of seminar

Firm/organisation

First Name (Delegate 1):

Title:

Mr/Mrs/Miss/Ms

Surname:

E-mail address:

First Name (Delegate 2):

Title:

Mr/Mrs/Miss/Ms

Surname:

E-mail address:

Full postal address:

Postcode:

DX:

Tel:

Fax:

Special requirements*:

Please advise if you have any special requirements, e.g. access, BSL interpreters or information in an alternative format: A light buffet or sandwich lunch will be provided – please advise of any dietary requirements:

Registration Fee:

£40 + VAT @17.5% = £47.00 per delegate

Payment:

I enclose a cheque for £..... made payable to **The Law Society**

Terms and conditions:

The Law Society reserves the right to vary or cancel this seminar where the occasion necessitates. The Law Society accepts no liability if, for whatever reason, the seminar does not take place.

The fee is non-refundable but you may substitute a colleague.

CPD hours may be claimed from the Law Society as the accredited course provider.

A VAT receipt and joining instructions will be issued two weeks before the event.