

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 – Eastern region

Monday 7 July	Bedford	Park Inn Bedford
Tuesday 8 July	Peterborough	Ramada Peterborough
Wednesday 9 July	Chelmsford	County Classic Hotel

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.

Tel: 020 7316 5531

Note: please email or fax booking form to reserve a place:

events@lawsociety.org.uk Fax 020 7316 5667

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:

£105 + VAT @17.5% = £123.37 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.