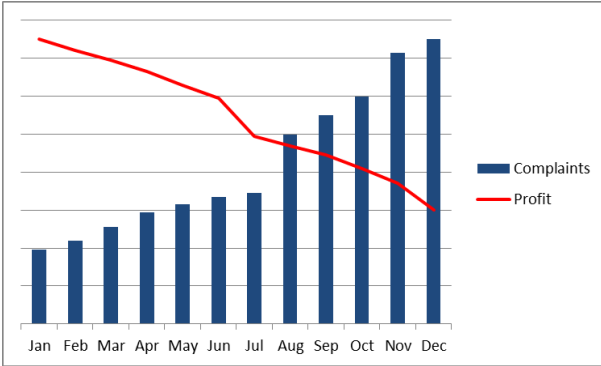


# CPM21: Complaints Handling & Dealing with The Legal Ombudsman

## 6 CPC Credits = to 6 Hours CPD - SRA Competency Framework C1, C2, C3



Are you working to Outcomes 1.9, 1.10, 1.11, 1.14 of Chapter 1 of the SRA Code of Conduct 2011?

**O1.9** “Clients are informed in writing at the outset of their matter of their right to complain and how *complaints* can be made”.

**O1.10** “Clients are informed in writing, both at the time of engagement and at the conclusion of your *complaints* procedure, of their right to complain to the *Legal Ombudsman*, the time frame for doing so and full details of how to contact the *Legal Ombudsman*”.

**O1.11** “Clients’ complaints are dealt with promptly, fairly, openly and effectively”.

**O1.14** “Clients are informed of their right to challenge or complain about your bill and the circumstances in which they may be liable to pay interest on an unpaid bill”.

Allowing the client to complain is enshrined in the above Regulatory Outcomes, but the consequences of complaints are not just Regulatory; they impact on the firm’s reputation and its profitability – this course is essential for those firms who want to protect both.

**24<sup>th</sup> April 2019**  
**09:30 AM – 4:30 PM**  
**Venture House,**  
**Near Cardiff**  
**£150.00 + VAT**

### What will the course cover?

- Prevention is better than the cure – early stage client interaction
- Early warning indicators of dissatisfaction
- Common complaint causes
- Internal Investigations Processes
- Reporting to the client
- Interaction with the Legal Ombudsman
- Analysis of complaints and Trend Identification
- Liaising with Fee Earners, Supervisors, Department Heads and the COLP
- Continuous Improvement

### Who should attend?

- Department Heads
- Compliance Officers for Legal Practice and Deputies
- Supervisors
- Practice Managers
- Complaints Managers or Handlers

### Course Tutors



**Paul Jones** is a former senior manager for a global electronics organisation, and business consultant for SME’s and corporate clients. He has extensive experience of helping firms in England and Wales comply with Outcomes Focused Regulation, Conveyancing Quality Scheme, Lexcel, the SQM and Contract Requirements.

**Want to know more or book?**

**Complete the booking form overleaf and return it to us with your cheque.**

E: [book@cpm21.co.uk](mailto:book@cpm21.co.uk)

**Or visit**

[www.cpm21.co.uk](http://www.cpm21.co.uk)

**for more information or to book using PayPal/Credit Card**

Please Reserve

Place(s) on the above course

Course Code CPM21/24/04/19/1

## CPD Course Booking Terms &amp; Conditions

1. Course fees must be paid on or before the date of the course. If you fail to attend after booking the course then you remain liable for the fee subject to clause 7 below
2. Confirmation of booking and details of venue will be sent by e-mail only to the e-mail address provided.
3. A receipted VAT invoice will normally be issued to the delegate/organisation within 14 days of the conclusion of the course.
4. Course documentation will be distributed at the event.
5. Prices may be subject to change and may vary depending on locations of the course (to allow for varying venue costs etc.)
6. We are SRA approved external CPD course provider and provide CPD hours for those subject to that scheme. It is a condition of the allocation of hours that you attend for the duration of the course and personally complete and sign the CPD register to confirm that you have done so. The relevant CPD reference will be provided by the tutor on the day and will be shown on the CPD register. You should make a note of this and the hours awarded for your own CPD records.
7. We reserve the right to vary, cancel or postpone a course at short notice where necessary. Cpm21 accept no liability if the course does not take place. Refunds will be made as appropriate if the course is cancelled by us.
8. You may cancel/postpone your attendance up to 14 days before the event, provided you e-mail such confirmations to [support@cpm21.co.uk](mailto:support@cpm21.co.uk). We cannot accept telephone, letter or faxed cancellations.
9. You may send a substitute delegate without notifying us in advance but the change must be made clear on the signed CPD register.
10. Data Protection – we may periodically contact you with updates. Information and details of courses and services. If you do not wish to receive such updates or information then please e-mail [support@cpm21.co.uk](mailto:support@cpm21.co.uk)  
[Please see our Privacy Policy.](#)
11. The presentations, materials and notes for our courses are prepared solely for the benefit of the delegates attending that course. They are intended to be an integral part of the course presentation and do not necessarily stand on their own outside that context. They must not be used for giving advice in a specific situation. Neither cpm21 nor any of its consultants or tutors shall have any responsibility or liability for losses (including consequential loss) occurring because a person acts upon or fails to act based on any statement made by the consultant or tutor or contained in the course materials, notes or presentations. Our tutors are not authorised to provide practice management, legal or other advice relating to any specific situations or issue as part of our training courses and you should seek appropriate professional, financial or legal advice before making any decisions or taking any actions based on what you have heard, learned or read about on the course.

Business Name: \_\_\_\_\_

Post Code: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact E-Mail: \_\_\_\_\_

Contact Telephone: \_\_\_\_\_

Special Requirements: \_\_\_\_\_

Course Cost **£150.00 Plus VAT**

Cheques should be made payable to **CPM21 Ltd**, and sent with this booking form to (our registered Office:

CPM21  
Ty Menter (Venture House)  
Navigation Park  
Abercynon  
CF45 4SN

Delegates:

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

4 \_\_\_\_\_

5 \_\_\_\_\_

T: **01443 742895**E: [book@cpm21.co.uk](mailto:book@cpm21.co.uk)[www.cpm21.co.uk](http://www.cpm21.co.uk)Cpm21 (21<sup>st</sup> Century Professional Management) is a trading name of cpm21 td.

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