



CPM21 ONLINE: Complaints Handling & Dealing with The Legal Ombudsman

Course Overview

In November 2019, the Solicitors Regulation Authority introduced their new Standards and Regulations 2019 and two new Codes of Conduct; the SRA Code of Conduct for Firms 2019 and the SRA Code of Conduct for Solicitors, RELs and RFLs 2019.

This course will give an overview of the complaints handling process that has to be adopted internally by firms and when working with the Legal Ombudsman, and outline what documentation will need to change to accommodate the new Legal Ombudsman rules.

This is a MUST if you handle complaints for your firm, or just want to know how to avoid them where possible, or deal with them effectively and compliantly if not.

Course Tutor



Paul Jones has worked with the Legal Profession for 20+ years and has extensive experience of providing outsourced complaints handling for firms as well as helping firms in England and Wales comply with SRA Regulations, the Conveyancing Quality Scheme, Lexcel, the SQM and Contract Requirements and various other valuable services.



19th June 2025



Via Zoom



14:15-16:15



£125+ VAT per person

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
- The new Legal Ombudsman Scheme Rules from 1st April 2023
- 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?

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

Contact Us



01443 742895



office@cpm21.co.uk

Course Booking Form

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Information

Please Reserve the below person/persons on the course:

Full Name(s): _____

Business Name: _____

Address _____ Postcode _____

Contact Name: _____

Contact Email: _____

Contact Telephone: _____

Any Special
Requirements: _____

Course Cost: £125 Per Peron Plus VAT

Payment should be made via Stripe. Simply visit our Course Schedule page and select Buy Now:

<http://cpm21.co.uk/Current-Training-and-Support-Courses-from-CPM21>

CPD Course Booking Terms & 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 **office@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 **office@cpm21.co.uk**

Please see our Privacy Policy on our website.

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.