

Legal Ombudsman

Complaint handling for the legal profession

LEGAL
OMBUDSMAN

Course overview

Course title:	Complaint handling for the legal profession
Tuition hours:	Four hours
Purpose:	The course has been developed in order for the legal profession to find about the Legal Ombudsman and the principles it uses to investigate complaints. It also aims to explore best practice in internal complaints handling procedures.
Accreditation:	SRA and CLC CPD accreditation has been received.
Cost:	The course costs £75+VAT and is being charged on a cost recovery basis.

Course details

1 Aims and learning outcomes

The aim of this course is to allow legal professionals to:

- examine research on first tier complaints handling;
- clarify the process and principles that LeO follows when it investigates complaints; and
- consider any implications for best practice and internal complaint handling procedures.

On completion of the training, you will have gained increased skills and knowledge in all of these topics' and will support SRA competence C2j¹

2 Who the course is for?

The course is suitable for all members of the legal profession within the Legal Ombudsman's jurisdiction and who would like to update or refresh their knowledge in complaints handling. There are no prerequisites. It may be particularly suitable for:

- newly qualified legal professionals who want to gain some insight into dealing with complaints;
- Compliance Officers for Legal Practice (COLPs) or Complaint Managers; and
- those who wish to review their internal complaints handling procedures.

¹ Establish and maintain effective and professional relations with clients including... responding appropriately to clients concerns and complaints.

The maximum number of delegates per session will be 28 to ensure the course is as interactive as possible. However minimum course numbers will.

3 Course programme

	Topics
1	<p>Introduction</p> <ul style="list-style-type: none"> • Course objectives • What do participants want to achieve?
2	<p>What happens when complaints get to LeO</p> <ul style="list-style-type: none"> • Overview of business process, how we investigate cases and decide on remedies • Case studies – identifying whether consumers have received a reasonable service • Case fee: when we consider waiving the case fee
3	<p>Dealing with complaints at the first tier</p> <ul style="list-style-type: none"> • Barriers to bringing a complaint. What does this mean for complaint handling? • When complaints arise. Best practice in dealing with complaints, what complainants are looking for, how to encourage early resolution. • Benefits of having a good first tier process • Signposting to LeO – regulatory obligation

4 Presenters

Our courses are usually led by a member of our Ombudsman team in partnership with members of our operational staff.

5 Methodology

The course is designed to be as interactive as possible, using case studies to illustrate our work where possible.

A course booklet will be provided to all participants, electronically where possible.

How to register

To register for the course please complete the registration form and send to:

Email: courses@legalombudsman.org.uk

Telephone: 0121 245 3100