

June 2013

CPD Charging Policy

The Legal Ombudsman provide Complaint Handling CPD accredited courses¹.

The course is suitable for all members of the legal profession who are within the Legal Ombudsman's jurisdiction 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 (COLP's) or Complaint Managers
- Those who wish to review their internal complaints handling procedures

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

Following our pilot courses from the 1 June 2013 the following charging structure will apply, which is outlined below.

The course is being run on a cost recovery basis. No profit is being made across the year of the course programme, therefore we are unable to offer any reduction in course costs.

Currently participants are required to pay by cheque or electronic bank transfer.

Course charges as follows:

£100+VAT per delegate

All courses will be led by an Ombudsman and two operational staff members from the Legal Ombudsman.

Once minimum numbers have been met, the Legal Ombudsman will proceed with issuing confirmation notice and issue information regarding payment of fees.

1) Aims and Learning Outcomes

The aim of this course is to ensure that the profession:

- is aware of the data that LeO generates and has the opportunity to use this to reflect upon their own work
- is aware of research on first tier complaints handling and implications for best practice in their own work
- understands the process that LeO follows when it investigates complaints and can use this to review their internal complaints handling procedures

2) Course Materials

Materials will be provided electronically where possible. The following documents are included:

- Powerpoint presentation – to be worked through
- Case studies – to be worked through
- Executive summary of first tier research – background material and reference
- Listen, Inform, Respond: A revised guide to complaints handling – background material and reference

Continuing Professional Development Hours may be claimed from the Legal Ombudsman as the accredited course provider by signing the CPD register available at registration prior to the commencement of each seminar

Please complete a registration form to book your place.

Cancellation Charges

The fee is non-returnable but you may substitute a colleague. advance notice of change of participant should be given at the earliest possibility but at the latest 5 working days prior to the course date or at the discretion of the Legal Ombudsman if within this time.

The Legal Ombudsman reserves the right to vary or cancel a course where the occasion necessitates. The Legal Ombudsman accepts no liability, if for whatever reason, the course does not take place.

ⁱ CPD accreditation for the course has been given by the SRA