



CPD WEBINAR EVENT



Thursday 4 November 2021

1 Group Study Hour

Dealing with Family Complaints

1:00 pm – 2:00 pm

Cost: £11.50 + VAT

[To register click here](#)

The vast majority of dealings between solicitors and clients are conducted in an efficient and satisfactory way. However occasionally problems can arise and when this happens it is important that solicitors deal with the situation efficiently and in accordance with the Solicitors (Client Communication) Regulations 2008.

The Client Complaints Committee is continuing with its series of seminars to assist the profession in understanding the types of complaints received by the Society, suggesting practical ways to avoid complaints arising and outlining procedures to effectively manage complaints when they are received from clients.

This session will address Family complaints - discussing the common themes of these complaints.



This session will be delivered by **Janice Spence, Donaldson McConnell & Co Solicitors**. Janice deals exclusively with all family and matrimonial cases. She is a longstanding member of the Guardian Ad Litem Panel, Children's Order Panel and a collaborative lawyer.