

# Client Selection, Contracts and Handling Complaints

**Claude E. Ducloux**

**National Director of Education & Ethics - LawPay**

**Board Certified- Civil Trial Law & Civil Appellate Law**

**Texas Board of Legal Specialization**

**CLE Presentation**

**LAWPAY**<sup>®</sup>

AN AFFINIPAY SOLUTION



1

## Claude E. Ducloux

- 45+ year seasoned attorney
- Board Certified in Civil Trial Law and Civil Appellate Law – Texas Board of Legal Specialization
- Former President, Austin Bar Assoc.
- Received Gene Cavin Award & Pat Nester Award for Lifetime Achievement in Teaching Continuing Education



2

### 3 Preview- Vibrant, Effective Communication



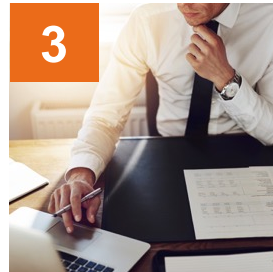
1

The Potential Client



2

Documenting Representation



3

Running Your Office



4

Handling Client Complaints

3

### 4 5 common problems of the American lawyer

1. Communication- not responding to Client Inquiries
2. Neglect
3. Handling the ongoing Attorney-Client Relationship
4. Poor Billing Habits
5. Misuse of IOLTA (or "IOTA" in some states) Trust Accounts

4

# PART 1

## The Potential Client

5

6

### What Business Are You In?

- You are Problem Solvers
- You are Professionals
- Often you see people at a low-point in their lives
- Be Sensitive, Attentive & Thorough
- Your goal: “Reasonable Expectations”



6

Find the full text of this and thousands of other resources from leading experts in dozens of legal practice areas in the [UT Law CLE eLibrary \(utcle.org/elibrary\)](https://utcle.org/elibrary)

Title search: Client Selection, Contracts and Handling Complaints

Also available as part of the eCourse

[Hooked on CLE: July 2023](#)

First appeared as part of the conference materials for the  
2022 First Friday Ethics (November 2022) session

"Client Selection, Contracts and Handling Complaints"