

# Client Selection, Contracts and Handling Complaints

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**CLE Presentation**

**LAWPAY**<sup>®</sup>

AN AFFINIPAY SOLUTION



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## 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



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### 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

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# PART 1

## The Potential Client

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### 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”



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Also available as part of the eCourse

[First Friday Ethics \(March 2024\)](#)

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"Client Selection, Contracts and Handling Complaints (Replay)"