

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

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AN AFFINIPAY SOLUTION



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2 **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

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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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