

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[®]

AN AFFINIPAY SOLUTION



1

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



2

3 Preview- Vibrant, Effective Communication



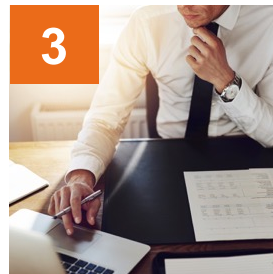
1

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

Also available as part of the eCourse

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

First appeared as part of the conference materials for the
2024 First Friday Ethics (March 2024) session

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