

# 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

## <sup>2</sup> 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

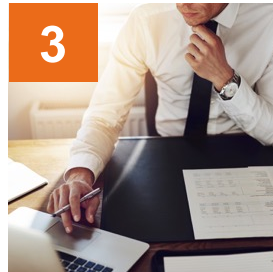
### <sup>3</sup> Preview- Vibrant, Effective Communication



The Potential Client



Documenting Representation



Running Your Office



Handling Client Complaints

3

### <sup>4</sup> 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)"