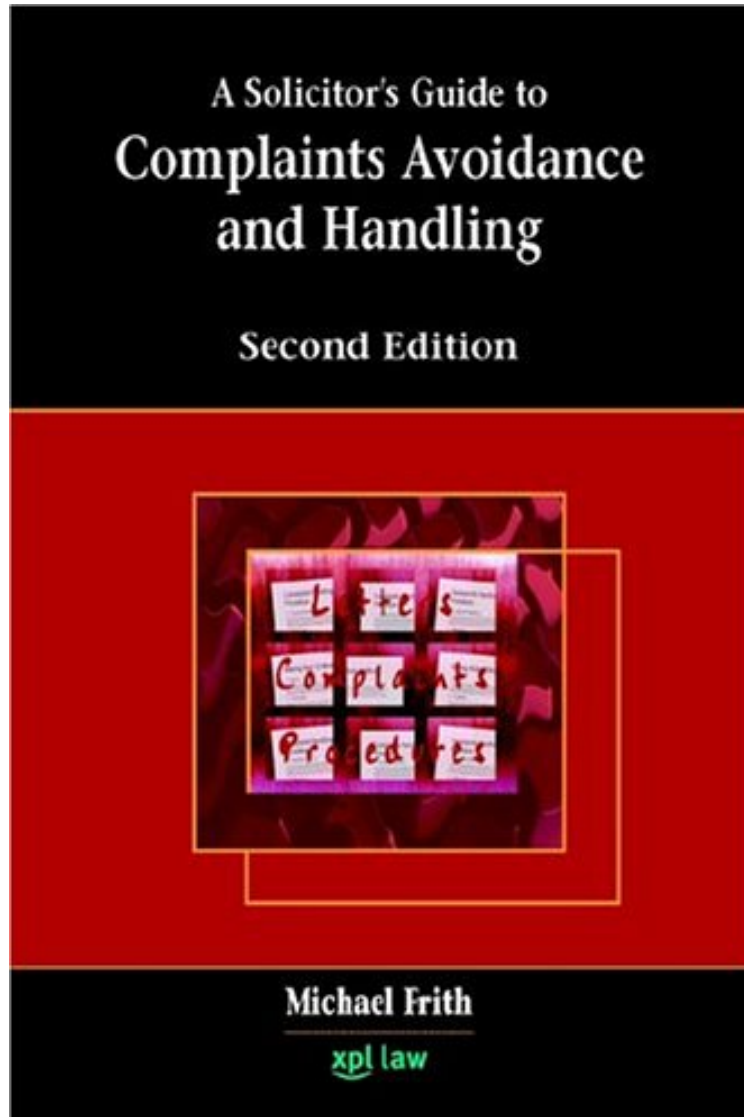


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Complaints Avoidance and Handling: Second Edition

Michael Frith

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"Never before, in the UK legal profession, have the issues of client care and client complaints assumed such a high profile as it does at present. It is, therefore, surprising that, at a time when the subject is receiving constant publicity and the profession are being continually urged to become ever more client, or customer, focused, there is no text on

those subjects to which a solicitor can turn for guidance. This publication seeks to remedy the defect. Contents include: Avoiding complaints, Handling complaints, Client Care, Practice Rule 15, Specimen complaint procedures. This new edition thoroughly updates the book throughout, including details of changes to the OSS."