

Law Matters Newsletter

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To mark our first 6 years in business, we have a Super Six Birthday Offer, which expires at 5 pm on Thursday 5th September 2013. Details are on our blog [here](#).

Coaching is for Winners

Some people think that coaching is for those who need remedial help. We disagree, as we discuss [here](#) on the website.

My Client Experience

I have recently been through the experience of being a client to a firm of solicitors. This is an experience that I do not seek out, and this is one of the few times when my solicitor has not been a colleague from the firm I am working for. Being on the other side of the fence has been salutary.

We were selling a family property, so were sent the usual conveyancing questionnaires, including the Law Society version. These were difficult to understand for me, a non-practising solicitor, so how a lay client would cope is open to question. The fact that several questions were repeated across the different questionnaires was a potential source for confusion – which answer should be taken as correct? I am used to personality tests asking multiple questions to avoid cheating, but I cannot think that is the reason here.

Apart from that, a client care letter was not sent to me (as opposed to the other part of the family) for over a month, I have had to write my address into the contract, and the transfer had to be amended because the first digit had been left off the house number, and the capacity in which I was signing was wrongly described.

My background means that I picked these points up. But frankly I should not need to. Is it any wonder that solicitors do not have a higher reputation among the public?

Please ensure that you have workable quality control procedures, if you want happy clients. And make sure that those procedures are enforced.

....by clicking the appropriate icon



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