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COMPLAINTS HANDLING TOOLKIT (MIXED MEDIA PRODUCT)



The Law Society, United Kingdom, 2014. Mixed media product. Book Condition: New. 246 x 172 mm. Language: N/A. Brand New Book. Legal practices have much to gain from minimising and dealing effectively with complaints, including: - Improved client care - Increased client satisfaction - Decreased risk of complaints - Reduced risk of subsequent fines - Less time spent dealing with complaints Also, to comply with Chapter 1: Client Care of the SRA Handbook all legal practices must have a written...

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- Authored by Risk and Compliance Service, Vicky Ling, Fiona Westwood
- Released at 2014



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