

CLIENT COMPLAINTS IN RESIDENTIAL CONVEYANCING

THURSDAY 13 JUNE 2024 – 09:30 – 12:45

Registration:	09:00
Venue:	Marsham Court Hotel, 3 Russell Cotes Road, Bournemouth BH1 3AB
Parking:	This is at the rear of the hotel (postcode BH1 3AU) and there is no parking charge. On arrival, please inform hotel reception of your car registration number and, when you leave, ask for the exit code to raise the exit barrier. Alternatively, there is parking at Berry Court in St Peter's Road, Central Car Park in Upper Hinton Road or street parking around the hotel.
Cost:	£95 – Member and Associate Members of BDLS/Trainee Solicitor £145 – Non-Member of BDLS
Booking Reference:	994
CPD:	3
SRA Competence:	B https://www.sra.org.uk/solicitors/resources/continuing-competence/cpd/competence-statement/

This lecture will cover:

- **Scoping the retainer - exercising caution when scoping and managing the retainer**
- **Best practice and due diligence - tips and traps**
- **Explaining the conveyancing process - avoiding the pitfalls**
- **What causes problems in residential leasehold conveyancing**
- **Lessons learned from recent case law**

Extensive notes will be provided and time allocated for delegate questions.

Speaker Profile:

This lecture will be presented by **IAN QUAYLE**. After many years in private practice, undertaking both commercial and residential work, Ian has spent the last 13 years delivering training courses in connection with property law for a number of leading training providers. Ian has presented over 1500 training courses on a variety of property law related matters. He has also undertaken consultancy work for a number of law firms and organisations looking at conveyancing systems, claims and complaints. His relaxed, informative, and engaging style, combined with extensive legal and practical knowledge, ensures his courses are always well attended.



Please book online at:

<https://www.bournemouthlaw.com/bournemouth-district-law-society-lectures>

Course Notes: For environmental reasons, BDLS will no longer be providing printed course notes at lectures. Lecture notes will be emailed to delegates in advance for either printing or accessing via their laptop or alternative device on the day.

Payment for lectures: Please be aware that payment must be received at the office **before** the lecture takes place. Course bookings will only be confirmed upon payment. All payments are to be paid by BACS. No refunds within 7 days of the course.