PRESENTER



Dr Duncan Webb, Christchurch

Duncan is a former professor and judicial officer. He has recently entered sole practice after a number of years as a partner at Lane Neave. Duncan litigates in complex areas including professional negligence and responsibility, and insurance. He is recognised as New Zealand's leading expert in lawyer's ethics and professional responsibility. Since the Canterbury earthquakes, Duncan has emerged as a prominent insurance lawyer having previously taught and researched in the area. He has appeared in the Courts at all levels, and in the Supreme Court on a number of occasions. In 2017 Duncan is standing for Parliament in the Christchurch Central electorate for the Labour Party.

The statements and conclusions contained in this paper are those of the author(s) only and not those of the New Zealand Law Society. This booklet has been prepared for the purpose of a Continuing Legal Education course. It is not intended to be a comprehensive statement of the law or practice, and should not be relied upon as such. If advice on the law is required, it should be sought on a formal, professional basis.

CONTENTS

CHALLENGING CLIENTS - COMPLAINTS AND COMPLAINT HANDLING	1
INTRODUCTION	1
COMMON COMPLAINTS	1
PREVENTING COMPLAINTS	2
DEALING WITH COMPLAINTS: PRACTICAL TIPS	
DEALING WITH COMPLAINTS: INTERNAL COMPLAINTS PROCEDURES	5
DEALING WITH LAW SOCIETY COMPLAINTS: STANDARDS COMMITTEES/LCRO	
DEALING WITH COMPLAINTS: COSTS COMPLAINT	
WHO COMPLAINS?	8
Decent folk	9
The Spurned	g
The Sad	9
The Greedy	9
The Bad	10
The Mad	10
The Lawyer	10