



AGENDA

Workshop for legal aid providers (lawyers and authorized associations) Dissemination of tools for case management, ensuring quality of advice and handling complaints

Date & time: 6th May 2019, 13:00 – 16:00 h.

Venue: Hotel Holiday Inn, Skopje

Workshop objectives:

- To familiarize in detail the participants with the content and the function of the developed tools for securing quality of advice and complaint procedure
- To discuss and identify strategies and methods for promotion of the tool to the CSOs and lawyers.

Workshop program:	
13:00 13:15	Welcome remarks and introduction to the topic of the workshop Representative of CoE
13:15 13:45	Presentation of tools for ensuring quality of legal advice (1. Checklist for Organizational self-assessment and 2. Checklist for assessing casefiles) - John Eames
13:45 14:15	Q & A about the checklists
14:15 14:30	Coffee break
14:30 15:00	Presentation of the model procedure for handling complaints - Goce Kocevski
15:00 15:15	Q & A about the checklists
15:15 15:45	Discussion about promotion of the tool to legal aid providers
15:45 16:00	Wrap up, evaluation and closing the workshop