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Employee Spotlight

As the primary lead intake specialist for Bertolino LLP, London de la Teja is the first point of contact for the Firm. In addition to her leadership role on the front end, London takes charge of the behind-the-scenes work for the business, from managing financial affairs and vendor engagement to talent acquisition. London maximizes the client experience, both through her natural charm in one-on-one interactions, and by ensuring that all logistics run smoothly. When London isn't at the Law Firm, she merges her skills with business and baking by moonlighting as owner of Londies cookies! She also keeps in touch with her Hawaiian heritage by spending spare time by Austin's beautiful bodies of water.



London de la Teja
Office Administrator

Avoid a Licensing Complaint: Keep Communication Open

In many licensed professions, the overwhelming majority of disciplinary proceedings originate from patient or client complaints. While formal complaints to a licensing board only happen to an unlucky few, professional complaints are five times more common than malpractice lawsuits. This is because board actions typically have a much lower threshold of evidence, are much less expensive for a client to initiate, and typically do not require the client show any evidence of harm. Nevertheless, a licensing complaint can be just as damaging to your reputation and career as a malpractice suit.

The lessons learned from which clients are most likely to complain and why can help professionals across fields avoid board discipline. Often, trends in which professionals draw complaints are based upon fixed or difficult to change characteristics. For example, in medicine, [males](#) are more likely than females to be the subject of board discipline. Physicians who have practiced [more than twenty years](#), are board certified, and those who were internationally educated are less likely to be sanctioned. In law, attorneys practicing criminal law and family law are among the most likely to draw a [disciplinary complaint](#).

Still, changing one's specialty is an impractical risk management strategy. There are, however, other lessons learned from which professionals draw the most complaints and why. In nearly every professional and licensed occupation in this country, most client complaints involve the same theme: poor communication.

In Texas, the number one complaint against attorneys is poor communication. Similarly, in the medical community, communication is not only a top reason for disciplinary complaints, it is also a top reason for malpractice suits. So powerful is this connection that [one major hospital](#) has studied and changed the way it communicates with patients about medical errors. That program focused on communicating what when wrong, apologizing, and telling the patient what would be done in the future to avoid the same result. As a result of this [improved communication](#), malpractice claims dropped 36% and lawsuits dropped 65%.

This phenomena is not limited to medicine and law; the [Texas Board of Real Estate](#) and [Texas Appraiser Licensing and Certification Board](#) have both identified client communication as the most effective path to avoiding complaints and board action. As Beth Huntington, one of the [primary researchers](#) into legal action against professional puts it, clients don't sue providers they "like and trust."

Nevertheless, there are exceptions to this trend and even the best communicators can still find themselves the subject of a complaint. While timely, empathetic contact with clients can mitigate this risk, no practitioner is immune.

If you have been the subject of a disciplinary complaint, you deserve an experienced attorney who knows how to protect your license and livelihood. The Bertolino Law Firm is here to help. Our firm helps licensed professionals through the State of Texas. If you have questions or need to speak with an attorney about professional license defense, click [here](#) to contact us or call 800-210-0126.

Our Law Firm is Hiring a Senior Associate Attorney!

This will probably be the longest, most honest, blunt and detailed [employment Ad](#) you will ever read anywhere else. We purposely did this so that you don't waste your valuable time coming in for an interview for a job that you know, deep down, you are not up to performing.

We want to lay it out up front to you of what type of Senior Associate Attorney we are looking for and what we expect from you. [click here for the full job post.](#)

"Our law firm helps professionals, like you, keep their licenses when those licenses are under attack by a state agency or board."

-Tony R. Bertolino, Managing Partner

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