

# Welcome to Resolution

Resolution is run by members for members in order to:

- Develop and promote the highest standards of practice
- Support the development of family lawyers through networking, training, publications, Good Practice Guides and an accreditation scheme
- Campaign for improvements to family law and the family justice system
- Act as the voice for family lawyers with government and the media

## Your profile

### Raising your professional profile

As a full member your details will be added to the member search on [www.resolution.org.uk/findamember](http://www.resolution.org.uk/findamember). If your employment or contact details change, please let us know so we can stay in touch and members of the public can find you; just contact [info@resolution.org.uk](mailto:info@resolution.org.uk).

### Marketing materials for clients

As a member, you can order free marketing materials to promote your services and explain the various options available to clients. You can order online from [www.resolution.org.uk/publications](http://www.resolution.org.uk/publications) or by calling **01689 820 272**.

If you are sending letters to clients or your firm is doing a direct mail campaign, you can enclose an appropriate leaflet. If you are holding events you can order copies to distribute. In addition to providing leaflets to clients and potential clients you can make copies available in doctors' surgeries, CABs, hospitals and other public places.

### Logos

You can access a suite of Resolution logos to demonstrate to clients your expertise and the expertise of your family team colleagues who are also members. Logos and guidelines can be downloaded from [www.resolution.org.uk/logos](http://www.resolution.org.uk/logos).

Members of our Dispute Resolution section (generally collaborative practitioners and mediators), and Resolution accredited specialists can use the Help and Support for Separating Families (HSSF) Mark, which can be applied for through Resolution. The HSSF Mark reassures clients that you support parents and put the needs of their children first.

You can contact the team with any logo queries by emailing [info@resolution.org.uk](mailto:info@resolution.org.uk).



# Your practice

## Accessing the members' website

As a member you can access our online members' area packed with news, policy information, updates from committee meetings and the latest professional guidance at [www.resolution.org.uk/members](http://www.resolution.org.uk/members). To log in you'll need your membership number detailed in the enclosed letter. If you can't locate this, contact us by emailing [info@resolution.org.uk](mailto:info@resolution.org.uk) or calling **01689 820 272**.

## Code of Practice

If you are a full member you will need to complete Resolution's Code in Practice training (either online or face-to-face) during your first year of membership. It's also useful for affiliate members to attend. The course is an enjoyable and informative way of meeting other new Resolution members, finding out how to use the Code in your everyday practice and how those issues affect you and your clients. You can find out more and book your course by visiting [www.resolution.org.uk/trainingandevents](http://www.resolution.org.uk/trainingandevents). If you have any queries please contact us on **01689 820 272** or email [info@resolution.org.uk](mailto:info@resolution.org.uk).

## Agreements and Orders online

Using our free online tool for members you can create customised, professional agreements quickly and easily. You can draft as many agreements as you need to - there are no limits. To register visit <https://my.resolution.org.uk/>.

## Keeping you up to date

- **Member bulletins** - Resolution issues a monthly member e-news packed with the latest family law information. You will automatically receive this so you do not need to register. In addition, we deliver a monthly legal aid e-news for legal aid practitioners, a quarterly dispute resolution (DR) e-news, plus additional ad hoc emails containing critical updates our members need to know.
- The **Member Noticeboard** is regularly updated with news, documents, guidance and helpful information for practitioners. [www.resolution.org.uk/noticeboard](http://www.resolution.org.uk/noticeboard).
- As a member you will receive a free copy of the highly acclaimed magazine, ***The Review***, six times a year. It's an invaluable tool to keep you up to date on developments in law and practice. You can also find out what the various national and regional committees are up to, find details of forthcoming events, jobs and services for family law professionals. If you would like to contribute articles to ***The Review***, contact the editor by emailing [editor@resolution.org.uk](mailto:editor@resolution.org.uk) who would welcome your suggestions.

## Client credit exclusively for Resolution members

You can access discounts on a loan product for low to middle income clients, exclusive to Resolution members, to help clients fund their proceedings, and help your firm with its cash flow. You can visit [www.clientcredit.co.uk/resolution](http://www.clientcredit.co.uk/resolution) for more information.

## Social media

- You can follow us on Twitter [@ResFamilyLaw](#)
- You can like our Facebook page [Resolution – First for family law](#)
- You can join our LinkedIn group by searching for [Resolution First for Family Law](#) under the companies search.

# Your professional development

## Resolution in your region

There are over 40 Resolution regions throughout England and Wales, all bringing local members closer together.

You have been allocated a region based on your postcode (the details of which are in the letter attached). If it's more convenient for you to join another region (for example, if you work in a town that's close to the border between two regions), you can change it by calling **01689 820 272** or emailing [info@resolution.org.uk](mailto:info@resolution.org.uk).

## YRes – for members with ten years PQE or fewer

YRes is our network of family law professionals at the start of their careers. Any member (full and affiliate) with up to ten years post qualification experience (PQE), or equivalent, can join YRes for no extra cost. Each YRes group is integrated with their regional committee. By working together both groups benefit from shared knowledge, strength and resources. Visit the YRes section of the website for more information at [www.resolution.org.uk/yres](http://www.resolution.org.uk/yres).

## Professional development opportunities

Resolution delivers a wide programme of quality professional development opportunities offered at a discounted rate for members. The training we provide is in accordance with the new competence-based approach to continuing professional development that the SRA and CILEx, amongst others, have introduced. Details of all our training are available at [www.resolution.org.uk/trainingandevents](http://www.resolution.org.uk/trainingandevents)

Resolution's Specialist Accreditation Scheme, open to all full members and financial advisors, recognises members who demonstrate excellence in the practice of family law and marks them out to the public. For more information on Specialist Accreditation you can call **01689 820 272** or email us on [info@resolution.org.uk](mailto:info@resolution.org.uk).

# Ways to get involved

There are many ways you can get more involved with Resolution:

## Get involved locally

- If you'd like to get involved with your local regional group, contact us for details or visit the website for more information in the regional groups section [www.resolution.org.uk/regions](http://www.resolution.org.uk/regions). You'll will have the opportunity to network and socialise with other members in your area and share your experiences and knowledge.

## Joining a committee

- As a member you can get involved with the committees that steer our work and the direction of family law. This includes:
  - helping develop and promote innovative approaches and best practice to non-confrontational family dispute resolution
  - contributing to the production of indispensable publications for both the public and members
  - helping to shape Resolution's policies and campaign priorities
  - engaging with local and national policy makers, stakeholder organisations, the judiciary and politicians
- If you would like to express an interest in joining a committee email [info@resolution.org.uk](mailto:info@resolution.org.uk). Committee vacancies are advertised in *The Review*, on the Resolution website, or through our regional groups.
- Members can also put themselves forward for election on to the National Committee. We encourage all full members to take part in elections and make their vote count. Elections will take place every year before our AGM and all members will be automatically sent information about the elections along with your voting papers.

## Get in touch

You can find a list of Resolution staff and their contact details on the website: [www.resolution.org.uk/about\\_us](http://www.resolution.org.uk/about_us). The team is on hand to help with any aspect of membership so please get in touch with any queries.

**Tel:** 01689 820 272

**Email:** [info@resolution.org.uk](mailto:info@resolution.org.uk)

**Address:** Resolution, PO Box 302, Orpington, Kent, BR6 8QX

**DX:** 154460 Petts Wood 3

**Office hours:** 9.00am–5.30pm Monday to Friday