

## COMPLAINT FORM

### IMPORTANT

- We suggest that you try to resolve your complaint yourself before making a written complaint.
- Please phone one of our Inquiry Officers for information and advice about whether this complaint-handling procedure is appropriate to your complaint. (See the back page for contact details.)
- This office cannot provide legal advice or legal assistance, nor influence the outcome of court proceedings.
- If you do wish to make a written complaint, please read the enclosed brochure and then complete this form. If you have difficulty with this form, please contact us.
- Do NOT send original documents with your complaint. Please attach photocopies of any relevant material.
- Please sign the declaration on the last page before you submit this form.
- If you are complaining about more than one practitioner, please submit a separate complaint form about each of them. You may copy this form or ask us for another one. Please lodge all complaints at one time if possible.
- We will usually send a copy of your complaint to the practitioner during our inquiries. If this will be a problem for you, please indicate this on the complaint form and/or contact us.

### 1. Your details

Mr/Ms ..... Given name: ..... Surname: .....

Address: .....

..... Postcode: .....

Phone: (H) ..... (W) .....

(M) ..... Fax: .....

Main language spoken at home: .....

Are you making this complaint on behalf of another person, such as a client or relative?  Yes  No

If yes, please tell us who you are making the complaint for, and why.

Complainant's name: .....

Address: .....

..... Postcode: .....

Reason: .....

## 2. Details of solicitor/barrister

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Please try to identify the individual/s you are complaining about.

Practitioner's name: .....

Name of firm/chambers: .....

Address: .....

..... Postcode: .....

Phone: ..... Fax: .....

## 3. Before you lodge a formal complaint

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Have you already tried to resolve this complaint?  Yes  No

If yes, how? .....

Please attach copies of any relevant correspondence.

## 4. In this matter, the legal practitioner named in question 2 (above) acted as:

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my solicitor  my barrister  lawyer for the other side

other .....

## 5. The area of law that my original legal case relates to is:

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commercial/corporations law  conveyancing  personal injuries

probate/wills/family provisions  criminal law  workers compensation

professional negligence (e.g. medical)  industrial law  victims compensation

land and environment  immigration  civil

leases/mortgages/franchises  family/de facto law  unsure

other .....

## 6. By making this complaint to the Legal Services Commissioner, I am hoping to:

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have my documents/files transferred  improve my communication with the lawyer

have the lawyer disciplined  improve the service provided by the lawyer

receive an apology  resolve my dispute with the lawyer

resolve my dispute about fees  receive financial compensation

other .....

**Note:** In general, compensation can be awarded **only if:**

■ the Commissioner or the Administrative Decisions Tribunal finds the lawyer guilty of unsatisfactory professional conduct or professional misconduct, **and**

■ the lawyer's conduct has caused you loss, **and**

■ you are **not** entitled to compensation from other sources, e.g. by taking private legal action.

You should seek independent legal advice about other possible actions you can take for compensation.

The maximum amount of compensation which can be awarded through this complaint-handling process is \$10,000 by the Commissioner and \$25,000 by the Tribunal. If you are claiming compensation, please set out details of the amount claimed and the reasons, in the space under 10 on the next page and supply any supporting documents which quantify your loss.



