

# Complaint Form

*Legal Profession Act 2007*

June 2015

Version 4

## Important information before you fill out this form

The *Legal Profession Act 2007* requires that complaints about the conduct of legal practitioners, law practice employees or unlawful operators be made to the Legal Services Commission and that they be in writing. We have designed this form for that purpose.

- Have you tried to resolve the matter with your legal practitioner or by talking directly to a more senior person at the same firm? We recommend you do this before making a complaint.
- If your complaint is about **costs**, please read **Section B** before completing this form.
- Please be aware that we cannot provide legal advice or influence the outcome of a matter before a court.
- If you decide to make a written complaint, please provide clear and detailed information about your matter. The information you provide on this form will help us to understand your complaint.
- Please attach copies of any relevant documents which relate to your matter.
- Fill out separate complaint forms if you would like to complain about more than one lawyer.
- You must complete the declaration under **Section C** in order for us to deal with your complaint.
- If you make a complaint you should be aware that we might send the information you have provided on this form to the legal practitioner or law practice to enable them to respond.
- Information about how we deal with complaints is available on our website at [www.lsc.qld.gov.au](http://www.lsc.qld.gov.au)

**Please contact us if you have any questions or if you need advice on how to fill out this form. An interpreter can be arranged if you do not speak English and you require assistance.**

## Section A – Complaint information (please print and ‘x’ boxes)

### Your details (the complainant)

<b>Title</b>	Mr   Mrs   Ms   Miss   Dr
<b>First name(s)</b>	
<b>Last name</b>	
<b>Address</b>	
	State     Postcode
<b>Telephone</b>	<b>Mobile</b>
<b>Email</b>	

### Are you making this complaint on behalf of another person?

Yes  ⇒ Please provide their details below

No  ⇒ Skip to next page

### Details of the person you are making the complaint for

<b>Title</b>	Mr   Mrs   Ms   Miss   Dr
<b>First name(s)</b>	
<b>Last name</b>	
<b>Address</b>	
	State     Postcode
<b>Telephone</b>	<b>Mobile</b>
<b>Email</b>	

### Are you authorised to make this complaint on behalf of this person?

Yes  ⇒ Please attach written authority

No  ⇒ See following note

**Note:** You must have authorisation to make a complaint on behalf of another person. Please seek written authorisation before lodging this complaint.

## Who are you complaining about? (the respondent)

Name of legal practitioner \_\_\_\_\_

Practitioner type

- solicitor     barrister     government legal officer     law practice employee  
 unlawful operator. An unlawful operator is a person who is not a legal practitioner who engages in legal practice or otherwise represents that they are entitled to engage in legal practice.

Name of law firm or chambers		
Address		
	State	Postcode
Telephone		

## Details of your complaint

What did you consult your legal practitioner about?

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Administrative law             | <input type="checkbox"/> Immigration law               | <input type="checkbox"/> Bankruptcy and insolvency |
| <input type="checkbox"/> Industrial law                 | <input type="checkbox"/> Building and construction law | <input type="checkbox"/> Leasing and mortgages     |
| <input type="checkbox"/> Commercial and company law     | <input type="checkbox"/> Litigation                    | <input type="checkbox"/> Conveyancing              |
| <input type="checkbox"/> Personal injury and work cover | <input type="checkbox"/> Criminal law                  | <input type="checkbox"/> Property law              |
| <input type="checkbox"/> Deceased estates and trusts    | <input type="checkbox"/> Wills                         | <input type="checkbox"/> Family / de facto law     |
| <input type="checkbox"/> Other (please provide details) |  |  |

\_\_\_\_\_

\_\_\_\_\_

When did the conduct you are reporting occur? \_\_\_\_\_

If it occurred more than three years ago, please explain the reasons for the delay

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If the conduct you are reporting occurred more than three years ago, your complaint can only be accepted if the Legal Services Commissioner is satisfied that:

- it is just and fair to do so, considering the delay and the reason(s) for it; or
- the complaint concerns an allegation of professional misconduct and it is in the public interest to deal with the complaint.

As a matter of fairness, the Commissioner will only accept a complaint about conduct that occurred more than three years ago after both the complainant and the respondent have had an opportunity to make submissions about whether the complaint should be accepted.

**Have you tried to resolve the complaint with the respondent?**

Yes (give details)

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No (refer to the Legal Services Commission website ([www.lsc.qld.gov.au](http://www.lsc.qld.gov.au)) for information about communicating your concerns with your practitioner.

**Purpose of the complaint**

**Why are you making this complaint?**

(‘X’ all applicable)

- |  |  |
|--|--|
| <input type="checkbox"/> To have the respondent disciplined                | <input type="checkbox"/> To resolve my dispute with the respondent |
| <input type="checkbox"/> To improve my communication with the respondent   | <input type="checkbox"/> To have my documents / files transferred  |
| <input type="checkbox"/> To improve the service provided by the respondent | <input type="checkbox"/> To receive an apology                     |
| <input type="checkbox"/> Other (give details)                              |  |

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Lined area for text entry, consisting of multiple horizontal lines.

## Section B – Other information

### Costs

If your complaint is about the costs a legal practitioner has charged you, it is important that you understand that the Legal Services Commission cannot make a determination about whether you have been overcharged.

If you intend to dispute the costs a legal practitioner has charged, you must apply to court for a costs assessment. There is a specific procedure which you must follow and strict time limits apply. A comprehensive fact sheet which explains this procedure is available on the Legal Service Commission website or you may contact us and we will send you a copy. Legal Services Commission staff are also available to answer your questions in relation to the procedure but cannot give legal advice in relation to your costs dispute.

If this procedure results in a finding that the legal practitioner's costs were excessive, the Legal Service Commission may take disciplinary action against the legal practitioner.

### Privacy Statement

Personal information you provide on this form is used by the Commission for the purposes of administering the *Legal Profession Act 2007*. Those purposes include assessing, negotiating, investigating and prosecuting complaints about members of the legal profession.

For the purposes of assessing, negotiating or investigating a complaint the Commission will usually disclose your personal information to the person you are complaining about, their legal representative and the legal profession's regulatory body, either the Queensland Law Society or the Bar Association of Queensland.

If a complaint proceeds to a disciplinary hearing then your personal information will usually be disclosed to one of the disciplinary bodies, either the Queensland Civil and Administrative Tribunal or the Legal Practice Committee. Disciplinary hearings are open to the public.

The Commission may also conduct research projects. If the Commission conducts a research project you will not be identified. De-identified personal information may be disclosed to a research organisation to conduct the research project.

The Commission will not use or disclose your personal information for any other purpose not connected with the administration of the *Legal Profession Act 2007* without your consent unless such use or disclosure is required or authorised by law.

Visit our website at [www.lsc.qld.gov.au](http://www.lsc.qld.gov.au) for more privacy information and how to access/amend documents.



## Section C –Declaration

### All complainants must complete the following:

Read through this form to check nothing has been overlooked and all necessary documents are attached, then sign the declaration below.

#### Declaration by the complainant:

I have read through this completed form and consider that, to the best of my knowledge, all of the information provided is true, correct and not misleading, and that no relevant information has been omitted.

I understand it is an offence to provide false and misleading information to the Commission.

Signature		Date	DD / MM / YYYY
<b>Your complaint cannot be dealt with unless you have signed this declaration.</b>			

### Once completed, send this form and photocopied attachments to:

Legal Services Commission  
PO Box 10310  
Brisbane Adelaide Street Qld 4000

### Contact details:

Telephone: 07 3406 7737 (Brisbane)  
1300 655 754 (outside Brisbane)  
133 677 (if you require the use of the National Relay Service)  
131 450 (if you require a translator interpreter)

Email: [lsc@lsc.qld.gov.au](mailto:lsc@lsc.qld.gov.au)

Website: [www.lsc.qld.gov.au](http://www.lsc.qld.gov.au)



