

# Complaint Form



### **This form is for making a complaint about a legal practitioner, law practice employee or unlawful operator in Queensland.**

All complaints to the Legal Service Commission (the Commission) about the conduct of legal practitioners, law practice employees and unlawful operators in Queensland must be in writing.

The Commission may send information in this form to the legal practitioner, law practice or unlawful operator in accordance with the Legal Profession Act 2007 to enable the person named in this complaint to respond.

### **Before making a complaint**

Before making a complaint to the Commission we recommend you speak directly to the legal practitioner or law practice employee to resolve the matter, or to a more senior person at the same office, to see if your issue is able to be resolved.

### **Completing this form**

- The information you provide in this form will help us understand your complaint.
- A separate form is to be used to make a complaint against more than one legal practitioner, law practice employee or unlawful operator.
- **Please complete the declaration on the final page of this form. The Commission may not be able to progress the complaint unless the Declaration is signed.**
- For assistance with translating this form, please contact [www.tisnational.gov.au](http://www.tisnational.gov.au) to arrange an interpreter.

### **What the Commission cannot do**

- **The Commission cannot provide legal advice or legal assistance. This includes giving legal advice in relation to your dispute.**
- The Commission cannot influence a matter currently before any court or tribunal.
- The Commission cannot decide whether a legal practitioner has overcharged for their services, or make a law practice refund or waive any fees.
- For more information on complaints about costs please visit our website [www.lsc.qld.gov.au](http://www.lsc.qld.gov.au).

### **Use of information provided by you**

- It is an offence to use or disclose information provided in this form for any purpose except those outlined in the Legal Profession Act 2007.
- The Legal Services Commission collects, receives, uses, stores and discloses your personal information in accordance with its obligations under the Legal Profession Act 2007 and the Information Privacy Act 2009.
- For the purposes of dealing with a complaint, including any investigation, the Commission may disclose your personal information to the person named in the complaint, their legal representative and the regulatory authority, either the Queensland Law Society or the Bar Association of Queensland.
- If a complaint proceeds to a disciplinary hearing, your personal information will usually be disclosed to the disciplinary body. A disciplinary body includes the courts, the Queensland Civil and Administrative Tribunal, and the Legal Practice Committee.
- For more information on privacy please visit our website [www.lsc.qld.gov.au](http://www.lsc.qld.gov.au).

## Your Details

### Please print clearly and mark relevant boxes with an X

1. If you are making the complaint, please provide your details:

Mr  Ms  Mrs  Miss  Dr  Other

\_\_\_\_\_  
Surname

\_\_\_\_\_  
First Name

\_\_\_\_\_  
Middle Name

\_\_\_\_\_  
Address Line 1

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Address Line 2

\_\_\_\_\_  
Mobile

\_\_\_\_\_  
Suburb

\_\_\_\_\_  
State

\_\_\_\_\_  
Postcode

\_\_\_\_\_  
Email

2. Please indicate how you would like correspondence sent:  Email  Post

3. Do you consent to your personal details being shared with the legal practitioner, law practice employee or unlawful operator (subject person) in accordance with the Legal Profession Act 2007?

Yes  No The Commission may not be able to investigate this complaint further if you do not consent.

## Making a complaint on behalf of another person

4. Are you making this complaint on behalf of another person?

Yes Go to Question 5

No Go to Page 2

5. Are you authorised to make a complaint on behalf of this person?

Yes Please attach a signed authority by that person with this form.

No You must have written authorisation to make a complaint on behalf of another person before lodging this form.

6. If you are making a complaint on behalf of another person, please provide their details:

Mr  Ms  Mrs  Miss  Dr  Other

\_\_\_\_\_  
Surname

\_\_\_\_\_  
First Name

\_\_\_\_\_  
Middle Name

\_\_\_\_\_  
Address Line 1

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Address Line 2

\_\_\_\_\_  
Mobile

\_\_\_\_\_  
Suburb

\_\_\_\_\_  
State

\_\_\_\_\_  
Postcode

\_\_\_\_\_  
Email

7. Does the person you are making the complaint for want correspondence sent to them or to you?

Please send correspondence to me.

Please send correspondence to the person for whom I am making the complaint.

8. Please indicate how they would like correspondence sent:  Email  Post

9. Does the person you are making the complaint for, consent to their personal details being shared with the subject person in accordance with the Legal Profession Act 2007?

Yes Please attach a copy of the signed letter or authority with this form.

No The Commission may not be able to investigate this complaint further if the person does not consent.

THIS PAGE INTENTIONALLY LEFT BLANK

# Who is the complaint about? (the subject person)

## The Commission cannot accept complaints about law practices in general

10. What is the name of the person you are making the complaint about? (the subject person)

---

11. Please specify whether they are a:

- Solicitor     Barrister     Government Legal Officer     Law Practice Employee     Unlawful Operator\*

\*An unlawful operator is a person who is not a legal practitioner but who engages in legal practice, or represents that they are entitled to engage in legal practice.

12. Please provide the office details where the subject person works or worked:

---

Name of the Office

Telephone

---

Address Line 1

---

Address Line 2

---

Suburb

State

Postcode

Email (if known)

13. Who was the subject person acting for?

- You     The other party     Person for whom you are making the complaint     Other? Please provide details below

---

14. When did the concern, issue or conduct occur? (please specify the date/s)

---

15. If the issue, concern or conduct occurred more than three years ago, please explain the reasons for the delay in making this complaint:

---

---

---

---

---

It will be at the Commissioner's discretion whether to accept a complaint about an issue, conduct or concern that occurred more than three years ago.

16. Have you tried to resolve the complaint with the subject person or another person at the same office?

- Yes     No

If yes how? If not, why not?

Please include copies of any correspondence where you have tried to resolve the conduct, concern or issue.

---

---

---

---

---

---

---

---

## Details of the Complaint

17. What was the area of legal service involved in the complaint?

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Family / de facto law                        | <input type="checkbox"/> Immigration Law                  | <input type="checkbox"/> Administrative law            |
| <input type="checkbox"/> Property conveyancing                        | <input type="checkbox"/> Building and construction law    | <input type="checkbox"/> Industrial and employment law |
| <input type="checkbox"/> Corporate and company law                    | <input type="checkbox"/> Litigation                       | <input type="checkbox"/> Property law                  |
| <input type="checkbox"/> Personal injury and work cover               | <input type="checkbox"/> Criminal law and traffic matters | <input type="checkbox"/> Bankruptcy and Insolvency     |
| <input type="checkbox"/> Deceased estates / Wills / Power of Attorney | <input type="checkbox"/> Business matters and franchise   | <input type="checkbox"/> Tax law                       |
- Other? Please provide details below

---

---

---

18. Why are you making this complaint?

(Please mark 'X' for all responses that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> To have the subject person disciplined                | <input type="checkbox"/> To resolve my dispute with the subject person |
| <input type="checkbox"/> To improve my communication with the subject person   | <input type="checkbox"/> To have my documents / files transferred      |
| <input type="checkbox"/> To improve the service provided by the subject person | <input type="checkbox"/> To receive an apology                         |
- Other? Please provide details below

---

---

---

19. Are there any witnesses to support this complaint?

Please include:

- The names and full contact details of any witnesses
- Reasons why the witness could help
- Consent from the witness for their contact details to be shared **Please attach a copy of the signed letter of consent with this form.**

---

---

---

---

If there is not enough space on this form, please attach additional pages.  
Please attach copies of relevant documents. **Do not send original documents.**

20. Please include in this complaint details of:

- What happened
- Who was involved
- What you believe the subject person did or did not do
- When (the dates/s) the conduct, issue or concern being reported in this complaint occurred
- Other significant events such as meeting and court dates
- Consent from the witness for their contact details to be shared **Please attach a copy of the signed letter of consent with this form.**

---

---

---

---

If there is not enough space on this form, please attach additional pages.  
Please attach copies of relevant documents. **Do not send original documents.**

# Declaration

## To complete this form you must sign and date the Declaration below

Please read through this form to check nothing has been overlooked and copies of all necessary documents are attached **before** signing the Declaration below.

The Commission may not be able to progress the complaint unless the Declaration is signed.

### Declaration by the complainant:

1. I ask the Legal Services Commissioner to consider and deal with this complaint.
2. I have read through this completed form and consider that, to the best of my knowledge, all the information provided is true, correct and not misleading, and no relevant information has been omitted.
3. I acknowledge that it is an offence to provide false and misleading information to the Commission.
4. I acknowledge that it is an offence to use or disclose information obtained in the complaint process for any purpose except those outlined in the Legal Profession Act 2007.
5. I acknowledge that a copy of my complaint and any other information I provide, will be provided to the subject person if this complaint is investigated.
6. If I am making the complaint on behalf of another person, I have attached their written authority to make the complaint on their behalf.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date DD/MM/YEAR

\_\_\_\_\_  
Printed Name

### Submitting this form

- Submit completed forms and any photocopied attachments by post, email or fax to the Commission.
- When sending this form by email, we recommend sending a scanned copy of this form along with scanned copies of all other documents and information.
- The Commission cannot accept completed forms through online storage services such as OneDrive, Dropbox, iCloud, Google Drive etc.
- Completed forms with numerous attachments are to be sent to the Commission by post.

### Postal & contact details

#### POSTAL ADDRESS:

Legal Services Commission  
PO Box 10310  
Brisbane Adelaide Street  
QLD 4000

#### CONTACT DETAILS:

Telephone (07) 3564 7726  
Facsimile (07) 3564 7700  
Email [lsc@lsc.qld.gov.au](mailto:lsc@lsc.qld.gov.au)  
Website [www.lsc.qld.gov.au](http://www.lsc.qld.gov.au)

