

COMPLAINT FORM

This form is for making a complaint about a lawyer. The Legal Profession Board of Tasmania receives and deals with complaints about lawyers resident and practising in Tasmania. We cannot provide legal advice or representation to members of the public, cannot intervene in pending court proceedings and cannot overturn findings or orders made by a Court or Tribunal. If you require legal assistance, please contact Tasmania Legal Aid on 1300 366 611.

Before you make a formal complaint, we recommend that you attempt to resolve the dispute with your lawyer in a less formal way.

Please read the following information before you complete this form:

- We recommend you speak to us before making a formal complaint. Please contact us on (03) 6226 3000.
- We have several fact sheets that explain how complaints are dealt with which are available on our website (www.lpbt.com.au).
- Please provide a brief outline of your complaint and describe what it is you believe the lawyer has done wrong e.g. overcharged, not followed your instructions, provided poor quality legal services, caused delay. The information you provide on this form will help us to understand your complaint.
- Please attach copies of key documents which relate to your complaint.
- A separate complaint form must be completed for each lawyer you wish to complain about.

Please contact us if you have any questions or if you need assistance filling out this form. We can arrange an interpreter for you if you do not speak English.

Your details

Title: _____ First name: _____ Last name: _____

Address: _____

State: _____

Postcode: _____

Telephone - Landline: _____ Mobile: _____

Email address: _____

The lawyer's details

Name of the lawyer: _____

Name of law firm: _____

Address: _____

State: _____ Postcode _____

Telephone: _____

Who was the lawyer acting for?

You

The other party

Other: _____

Details of your complaint

1. When did the conduct occur?

Please see *Out of time complaints* fact sheet on the Board's website for conduct occurring more than 3 years ago.

2. Please tell us about your complaint.

- We only need a small amount of detail at this stage. Once we receive your complaint we will work with you to find out more.
- If your complaint concerns legal costs, please attach any invoices and relevant documentation.
- Please also attach any other documents you believe are relevant to your complaint or would help the Board understand your complaint.

Please attach another page if you need more space _____

3. What outcome are you hoping to achieve from this process?

- Have my documents / files transferred
- Have the lawyer disciplined
- Receive an apology
- Resolve my dispute about fees
- Other (please briefly list your expectations) _____
- Improve the communication with my lawyer
- Improve the service provided by the lawyer
- Resolve my dispute with the lawyer

4. What area of legal service does this complaint arise from?

- Administrative law
- Building
- Commercial
- Constitutional law
- Conveyancing
- Criminal
- Debt Collection
- Employment
- Family
- Immigration
- Insolvency
- Other: _____
- Personal Injury
- Probate / family provisions
- Will / Power of Attorney
- Workers Compensation
- Civil

Sign and date

I ask the Legal Profession Board to consider and deal with my complaint. I am aware that the Board will usually send a copy of this complaint to the lawyer concerned. I have completed all relevant sections of this form and have attached copies of relevant documents

Privacy Collection Statement - The Legal Profession Board is bound by laws that protect your privacy concerning the collection, use and disclosure of your personal information. Where you do not provide the information required by this form, the Legal Profession Board may be unable to process your complaint. The Legal Profession Board may need to disclose your personal information to other state and Commonwealth agencies. You can request access to your personal information by contacting us.

SIGNED: _____ **Date:** _____

Name (Please print) _____

What happens next?

The matters raised in your complaint will be considered by an Officer of the Board who will contact you shortly. We may ask you to provide more information in relation to your matter. Please provide any additional information as quickly as possible. Please contact us if you have any questions or concerns about the complaint handling process.

Send your complaint form with all attachments to:

Legal Profession Board
GPO Box 2335
Hobart TAS 7001

Telephone: 03 6226 3000
Email: enquiry@lpbt.com.au
Website: www.lpbt.com.au