

## ANNUAL REPORT ROUNDUP

This page provides information about complaints dealt with by the Legal Profession Board of Tasmania between 1 July 2016 and 30 June 2017.

### Enquiries

The Board provides an enquiries service to assist the public and lawyers with their questions about complaints. Enquiries can be made by telephone, in writing or in person. The Board received 289 enquiries in the reporting period.

### Complaints

The Board received 77 written complaints this year.

In addition to the new complaints it also carried forward 7 complaints that were under investigation as at 1 July 2016 and 34 unfinalised complaints which were not yet under investigation or awaiting hearing.

Complaints can include any number of allegations against a lawyer or a law firm.

### What did people complain about?

The following table shows the top six issues complained about between 1 July 2016 and 30 June 2017. A number of issues may be raised in a single complaint.

For a full list of the issues raised in complaints read our annual report under the Resources tab.

Issue	%
Costs/bills/fees	26
Communication with a client	14
Negligence/competency	9
Abusive/rude/threatening	8
Conflict of interest	8
Failing to act or comply with instructions	8

### Areas of law commonly complained about

The following table shows the top five areas of law that featured in complaints to the Board. For a full list of the areas of law please see our annual report under the Resources tab.

Area of Law	%
Probate/estate & Wills	21
Criminal	20
Family/de facto	15
Conveyancing	10

## Investigations

A total of 32 investigations were commenced in the reporting period and 15 investigations were completed. The majority of our investigations, 56%, are classified as intermediate in complexity. Generally the greater the complexity of the investigation the longer the period of time that is required to complete it.

The following table shows how complaints were finalised during the reporting period:

<b>Finalisation Method</b>	<b>%</b>
Finalised prior to an investigation	71
Finalised following an investigation	22
Finalised following a hearing of the Board	5
Finalised following a hearing of the Disciplinary Tribunal or Supreme Court	1.7

You can view the activities and performance of the Board in further detail in the 2016 – 2017 Annual Report by clicking [here](#).