

ANNUAL REPORT ROUNDUP

This page provides information about complaints dealt with by the Legal Profession Board of Tasmania between 1 July 2017 and 30 June 2018.

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 240 enquiries in the reporting period. 52 enquiries resulted in a written complaint.

Complaints

The Board received 120 written complaints, an increase of 56% over the previous year.

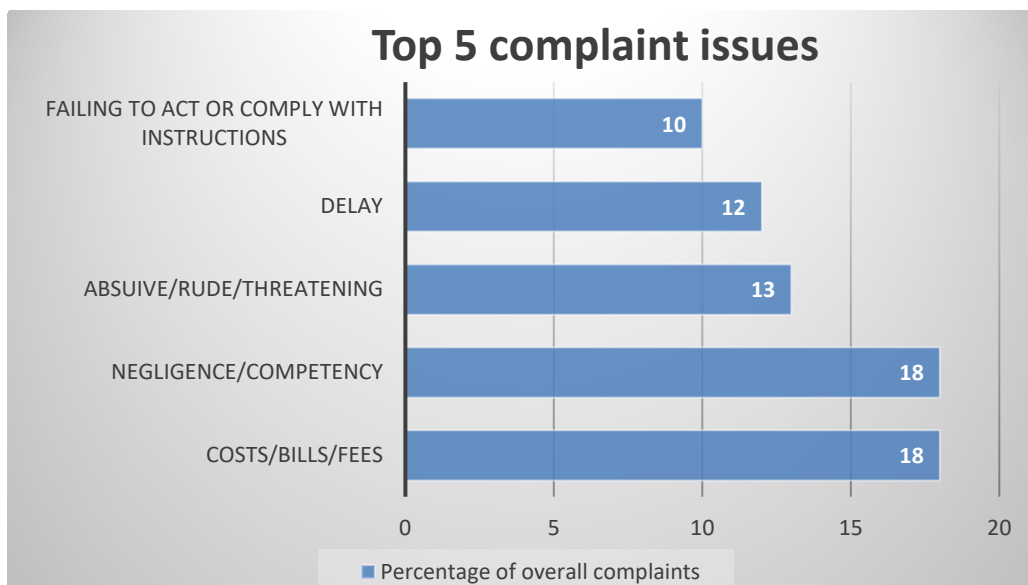
In addition to the new complaints it also carried forward 25 complaints that were under investigation as at 1 July 2016 and 34 unfinalised complaints which were not yet under investigation or awaiting hearing.

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

What did people complain about?

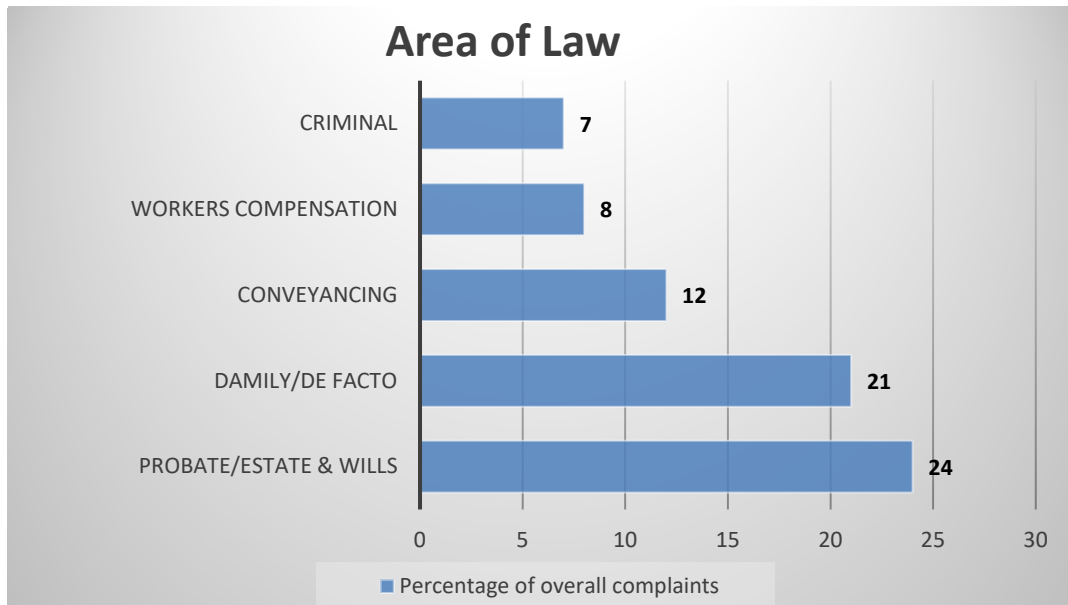
The following table shows the top five issues complained about between 1 July 2017 and 30 June 2018. A number of issues may be raised in a single complaint.

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



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.

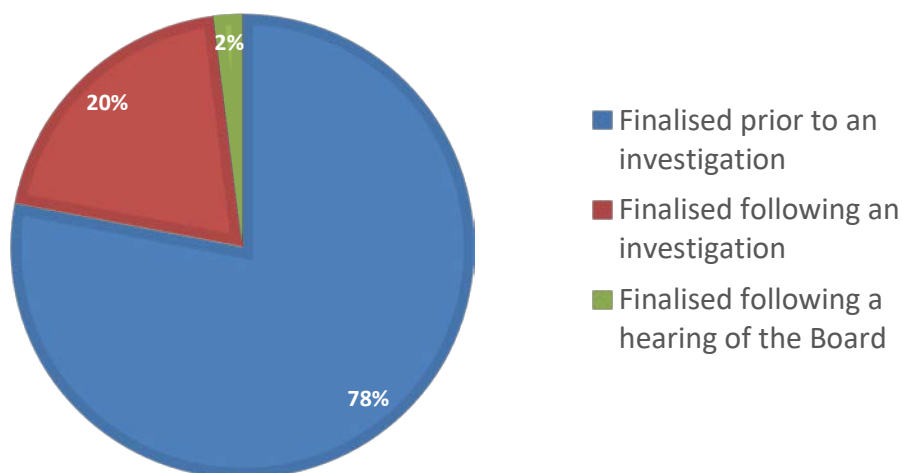


Investigations

A total of 35 investigations were commenced in the reporting period and 28 investigations were completed. The majority of our investigations, 72%, are classified as either simple or intermediate in complexity. Generally the greater the complexity of the investigation the longer the period of time that is required to complete it. 17% of investigations were considered very complex.

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

FINALISATION METHOD



You can view the activities and performance of the Board in further detail in the 2017 – 2018 Annual Report by clicking [here](#).