

COMPLAINT FORM

This form is for making a complaint about a lawyer. The Legal Profession Board of Tasmania is responsible for handling all complaints about lawyers in Tasmania. Please read the following information *before* you complete this form.

- Unless there are good reasons not to, we recommend you attempt to resolve the matter before we take further action. Please call us on (03) 6226 3000 or visit our website (www.lpbt.com.au) if you need guidance on how to go about doing this please see our fact sheet *Working with your lawyer* (<https://www.lpbt.com.au/resources/factsheets/>).
- 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 documents that relate to your complaint.
- Fill out separate complaint forms if you want to complain about more than one lawyer.
- We will usually send a copy of your complaint to the lawyer to ask them to respond to the issues in your complaint.
 - Please tell us if you have concerns about this.
- We are unable to provide legal advice or legal assistance in relation to your matter.
- We have several fact sheets which explain how complaints are dealt with that are available on our website at www.lpbt.com.au You can also contact us on (03) 6226 3000 to request hard copies.

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 (Mr, Mrs, Ms etc): _____ First name: _____ Lastname: _____

Address: _____

State: _____

Postcode: _____

Telephone - Landline: _____ Mobile: _____

Email address: _____

How do you prefer we contact you and what is the best time of day for us to call you? _____

Are you making this complaint on behalf of another person?

- Yes (Please provide **their details** in the space below) No

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

- Yes (Please attach written authority) No (You must have authorisation to make a complaint on behalf of another person. Please seek written authorisation before lodging this complaint.)

Details of the person you are making the complaint on behalf of:

Title (Mr, Mrs, Ms etc): _____ First name: _____ Lastname: _____

Address: _____

State: _____

Postcode: _____

Telephone - Landline: _____ Mobile: _____

Email address: _____

The lawyer's details

Name of the lawyer: _____

Name of law firm or chambers: _____

Address: _____

State: _____ Postcode _____

Telephone: _____

Who was the lawyer acting for?

- You The person you are making the complaint on behalf of
 The other party Government lawyer Independent Childrens Lawyer
 Other: _____

Details of your complaint

1. Have you tried to resolve the matter?

- Yes No

If yes, how and who with? _____

2. When did it happen? There are time limits which apply. Please contact us if your complaint is more than 3 years old

3. Please tell us about your complaint. Please include the following details:

- What happened? Who was involved?
- Details of significant events, such as dates of meetings and court hearings.
- What are your concerns?

Please attach another page if you need more space _____

4. What outcome do you want to achieve by making a complaint?

- 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
- Receive financial compensation

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

- Administrative law
- Building
- Commercial / Corporations / Franchise
- Constitutional law
- Conveyancing
- Criminal
- Other Civil _____
- Employment
- Family / De facto
- Immigration
- Insolvency
- Land and Environment
- Leases / Mortgage
- Personal injury
- Probate / family provisions
- Victims Compensation
- Will / Power of Attorney
- Workers Compensation

Complaint involving legal costs

Complete this section if your complaint concerns the legal costs you have been charged.

6. Have you received a bill from your lawyer?

- Yes (Please attach copies of the bills that you wish to dispute)
- No (Please ask your lawyer for copies of the bills that you wish to dispute)

7. Please provide details of the bills that you have received from your lawyer. Please attach copies.

Date of bill: Amount: How much have you paid? Are you disputing this bill?

8. Has the lawyer sued you for unpaid legal costs? Yes No

If yes, when did the lawyer commence legal proceedings, and in which court?

9. Did you receive a written costs agreement and/or costs disclosure document from the lawyer?

- Yes (Please attach a copy)
- No

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 the following documents:

- Communication(s) to the lawyer Costs agreement / costs disclosure
 Communication(s) from the lawyer Bills Other: _____

Please note that failure to provide all relevant information may delay processing or may mean that we are unable to deal with your complaint.

SIGNED: _____ **Date:** _____

Name (Please print) _____

How did you hear about us?

- Family Member Friend Law Society Lawyer
 Website Google/Internet Service Tasmania
 Other: _____

What happens next?

We will contact you to let you know how we intend to deal with your complaint. We aim to deal with complaints efficiently and will keep you informed about the progress of your complaint. 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

Fax: 03 6223 6055

Email: enquiry@lpbt.com.au

Website: www.lpbt.com.au

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.