

## ANNUAL REPORT ROUNDUP

This page provides information about complaints dealt with by the Legal Profession Board of Tasmania between 1 July 2018 and 30 June 2019.

### 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 245 enquiries in the reporting period. 57 enquiries resulted in a written complaint.

### Complaints

The Board received 113 written complaints, just slightly under 120 received the previous year.

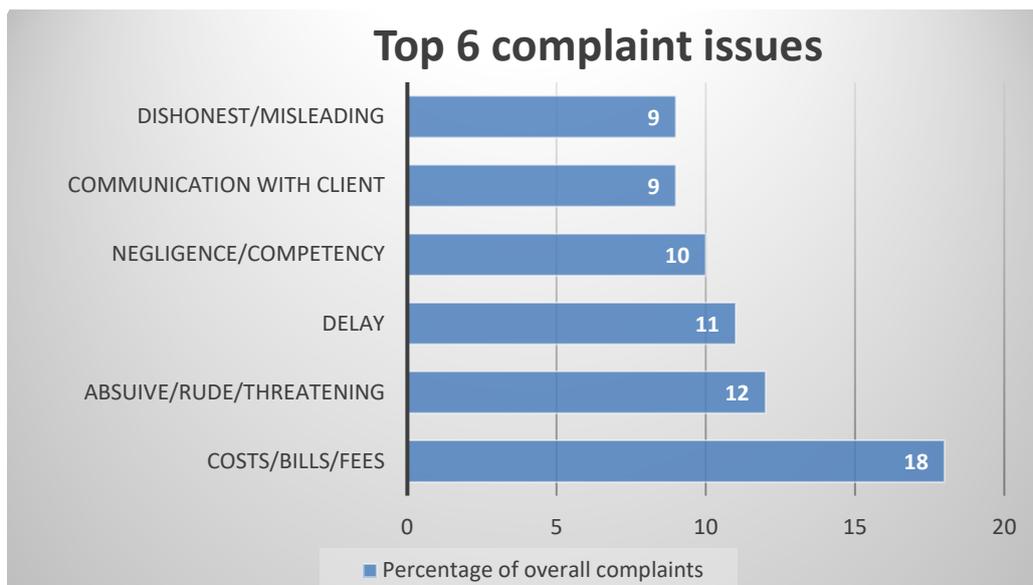
In addition to the new complaints it also carried forward 19 complaints that were under investigation as at 1 July 2018 and 31 unfinalised complaints which were not yet under investigation or awaiting hearing.

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

### What did people complain about?

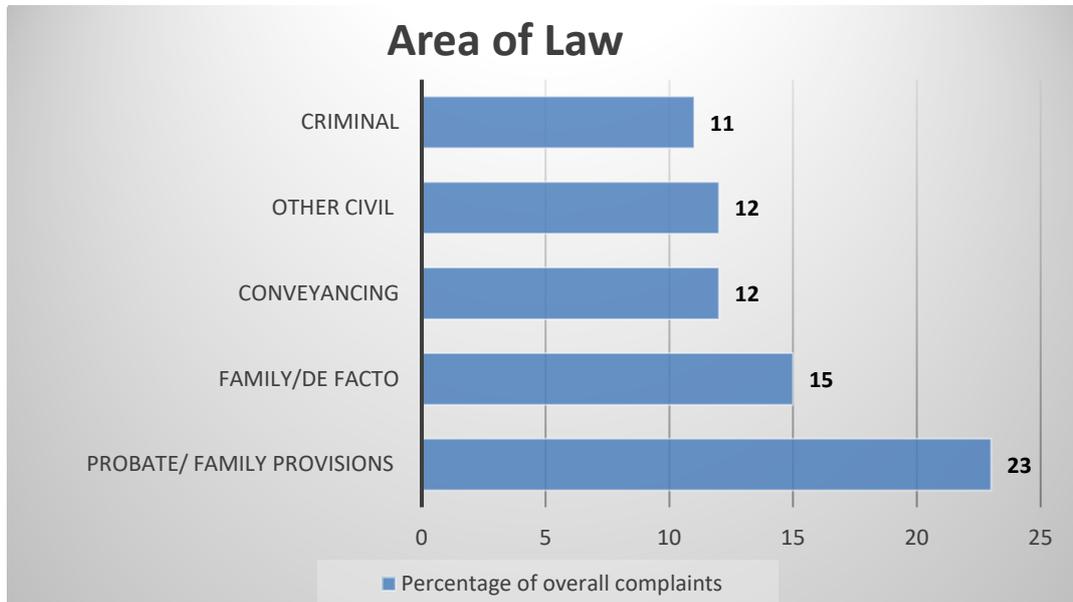
The following table shows the top six issues complained about between 1 July 2018 and 30 June 2019. A number of issues may be raised in a single complaint.

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.



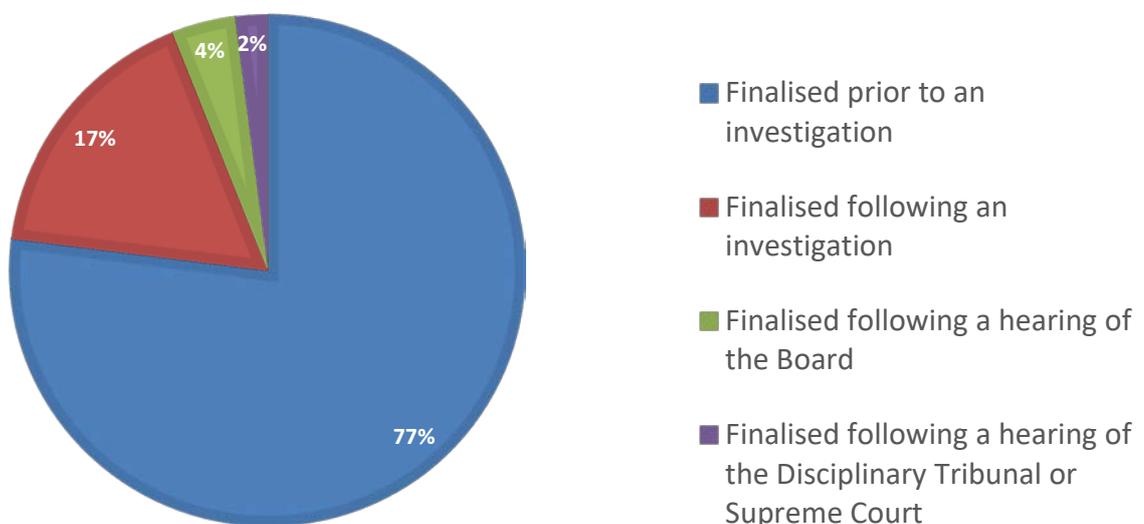
### Investigations

A total of 32 investigations were commenced in the reporting period, in addition to 31 investigations which were carried forward. 29 investigations were completed. The majority of our investigations, 54%, were classified as complex or very complex in nature. Generally the greater the complexity of the investigation the longer the period of time that is required to complete it. The increase in complexity demonstrates a shift over the last two years to a more complex investigative landscape.

The average length of investigations was just under 11 months.

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 2018 – 2019 Annual Report by clicking [here](#).