

ANNUAL REPORT ROUNDUP 2020-2021

This page provides information about complaints dealt with by the Legal Profession Board of Tasmania between 1 July 2020 and 30 June 2021.

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 **221** enquiries in the reporting period. **38** enquiries resulted in a written complaint.

Complaints

The Board received **102** written complaints.

In addition to the new complaints it also carried forward **42** complaints that were under investigation as at 1 July 2020 and **38** unfinalised complaints which were not yet under investigation or awaiting a hearing.

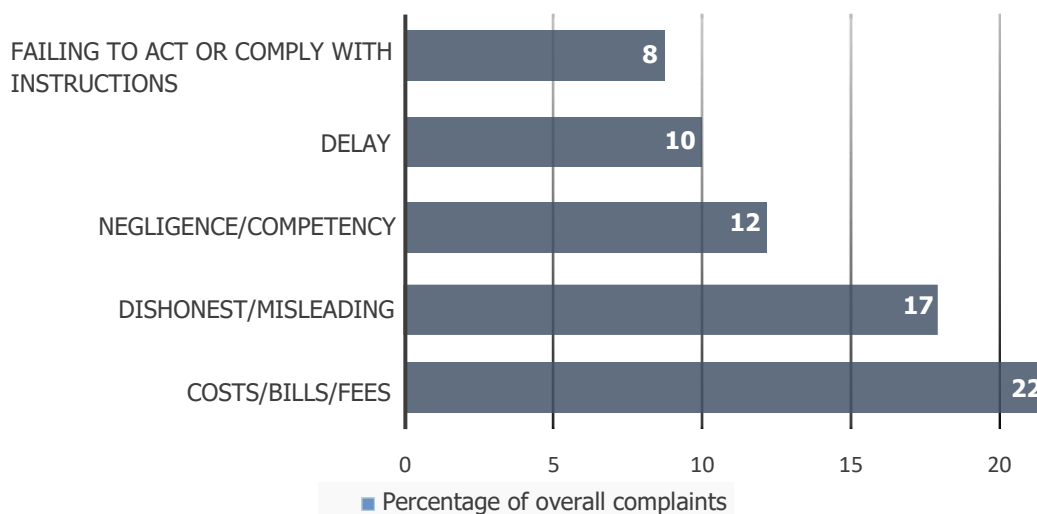
Complaints can include any number of allegations against a lawyer or a law practice.

What did people complain about?

The following table shows the top five issues complained about between 1 July 2020 and 30 June 2021. A number of issues may be raised in a single complaint.

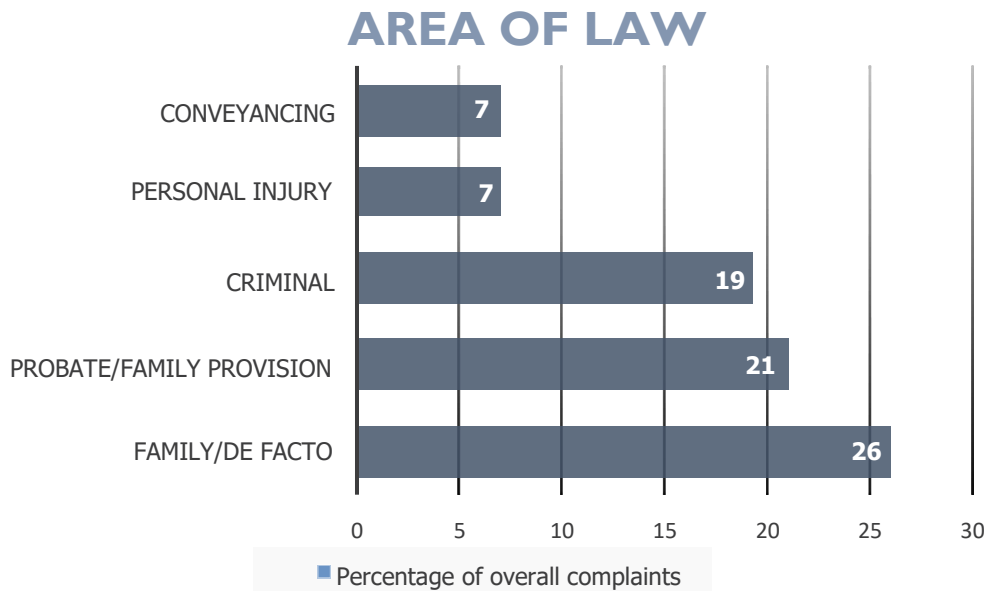
For a full list of the issues raised in complaints read our annual report under the Operation Report.

TOP 5 COMPLAINT ISSUES



Areas of law commonly complained about

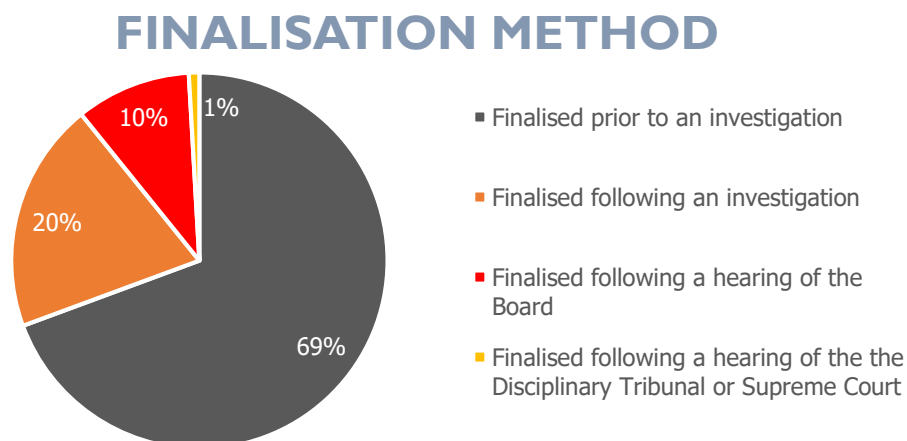
The following table shows the top five areas of law that featured in complaints to the Board. For a full list of the areas of law please see our annual report under the Operation Report.



Investigations

A total of **22** investigations were commenced in the reporting period and **28** investigations were completed. The majority of our investigations, **86%**, 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. **14%** of investigations were considered very complex.

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



You can view the activities and performance of the Board in further detail in the 2020 – 2021 Annual Report by clicking [here](#).