



The Law Society of
Upper Canada

Barreau
du Haut-Canada

THE LAW SOCIETY OF UPPER CANADA

Complaints HelpForm

Information
Sheet

What types of complaints will the Law Society deal with?

The Law Society deals with a range of professional conduct matters. Examples include delay, not replying to communications, rude and discriminatory behaviour, not accounting for or improperly handling money, and not reporting on a transaction.

We cannot help you with every kind of complaint. Here is some information about other resources where the Law Society is not able to help.

- If you need legal advice, you need to see a lawyer.
- If you believe the fees charged by your lawyer were too high, contact the **Assessment Office** of the **Ontario Superior Court of Justice**.
- If you believe you are the victim of a crime, contact the police.
- The Law Society cannot pay you money or make a lawyer pay you money because of a lawyer's mistake. If you believe a lawyer has made a mistake, you will have to deal directly with the lawyer or sue the lawyer. You may want to speak to another lawyer about your options.

*For information about how to find a lawyer, or about the assessment process, there are resources you can access on our website: www.lsuc.on.ca at the **For the Public** tab.*

The confidentiality of your complaint

The Law Society cannot guarantee the information that you or any other person has provided will remain confidential because:

- We must share some or all of the information with the lawyer you are complaining about;
- We may give copies of documents received from you and any other person to the lawyer; and
- We may share personal information (such as names, addresses and telephone numbers) with the lawyer.

What the Law Society needs you to do

- Complete and sign the Complaints HelpForm.
- Attach a **copy** of any documents that relate to your complaint.
- Send the completed Complaints HelpForm with **copies** of relevant documents to:

The Law Society of Upper Canada
Osgoode Hall, 130 Queen Street West
Toronto, Ontario
M5H 2N6
Attention: Complaints Services

What happens next?

We will promptly send you a letter advising you that we have received your complaint. Your complaint is assigned a file number, which will be set out in the letter. You should know that:

- Each complaint is carefully reviewed and assessed. For information about our processes, there are resources you can access on our website: www.lsuc.on.ca at the **For the Public** tab
- If we cannot help with a complaint, we will let you know.
- We will keep you informed about the status of your complaint.

If you have any questions about how to file your complaint, please call the Client Service Centre at **416-947-3310** or **1-800-268-7568**. Please note we cannot discuss your personal situation until you have provided your Complaints HelpForm to us.



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Upper Canada | Barreau
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Complaints HelpForm

Before completing the Complaints HelpForm please make sure you read the attached "Complaints HelpForm Information sheet."

1. INFORMATION ABOUT YOU (THE COMPLAINANT)

MALE FEMALE

Complainant Name

First Name: _____

Middle Name: _____

Last Name: _____

Salutation: Mr. Ms. Mrs. Dr.

Other: _____

COMPANY

Company name (if complainant is a company)

Company Name: _____

Contact:

First Name: _____

Contact

Last Name: _____

Position / Title: _____

Home Phone Number: _____

Cell Phone or Contact Number: _____

May we contact you at work? Yes No

Address: _____

Unit / Apt. Number: _____

Province: _____

Work Phone Number: _____

Fax Number: _____

Email Address: _____

City: _____

Postal Code: _____

2. INFORMATION ABOUT THE LAWYER (YOU ARE COMPLAINING ABOUT)

MALE FEMALE

First Name: _____

Last Name: _____

Phone Number: _____

Address: _____

Unit / Apt. Number: _____

Province: _____

Check here if your complaint involves more than one lawyer.

Attach a separate HelpForm for each lawyer that you are complaining about.

City: _____

Postal Code: _____

For Office use only:

File Number: _____

Member Number: _____

Member Name: _____

3. COMPLAINANT AND LAWYER RELATIONSHIP

1. What is your relationship to the lawyer you are complaining about? For Example:

- Client Client of opposing lawyer Opposing lawyer Employed by lawyer
 Family member Other (specify) _____
-

2. Did you hire this lawyer?

Yes

*If there are document(s) that show you hired the lawyer, please attach a copy.
(For example, retainer agreement, letter or cheque payable to the lawyer in trust.)*

When was the lawyer hired? _____

What was the lawyer hired to do? _____

Is the matter completed? Yes No Is the lawyer still working for you? Yes No

No Who did/does the lawyer act for? _____

How are you involved? _____

Do you have your own lawyer?

Yes Who is your lawyer? _____

May we speak to your lawyer about this complaint? Yes No

No

3. What area of law does your complaint relate to?

- Real Estate Civil Litigation Corporate / Commercial / Business
 Matrimonial / Family Criminal Administrative / Immigration Law
 Estates / Wills Other (specify) _____

If you are complaining about an estate:

Are you the Estate Trustee or the Executor? Yes No

Are you a beneficiary? Yes No

4. Does your complaint involve a matter before a Court or a tribunal?

Yes

What is the name of the Court or tribunal? _____
(For example, Superior Court of Justice, Small Claims Court or Ontario Rental Housing Tribunal.)

What city is the Court or tribunal located in? _____

What is the Court or tribunal file number? (If known) _____

What is the status? Ongoing Completed

No

4. YOUR COMPLAINT (CONTINUED)

3. *What do you hope will happen as a result of your complaint?*

5. ACKNOWLEDGEMENT, CONSENT AND SIGNATURE

I have read and I understand the following:

I understand that the Law Society will share some or all of the information and documents that it receives from me and other parties with the lawyer complained about.

I agree to the Law Society sharing and providing copies of information and documents that it receives from me with the lawyer complained about.

I understand that the Law Society may not be able to process my complaint without supporting documents. I have attached copies of documents that relate to my complaint.

Date signed

Signature of Complainant

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