



The Law Society of
Upper Canada

Barreau
du Haut-Canada

THE LAW SOCIETY OF UPPER CANADA

Complaint Form Information Sheet

What types of complaints will the Law Society deal with?

As the regulator of the legal professions in Ontario, we receive and respond to written complaints about lawyers and paralegals licensed by the Law Society. The Law Society deals with a range of professional conduct matters. For example, we can deal with issues relating to a lawyer or paralegal's failure to reply to communications; failure to report on a transaction; delay; misleading, rude and discriminatory behaviour and failure to account for or improper handling of money.

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 services, you need to see a lawyer or licensed paralegal.
- 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 the fees charged by your paralegal were too high, you may wish to contact the Small Claims Court. Currently, the jurisdiction of the Small Claims Court is limited to claims of \$25,000 or less.
- If you believe you are the victim of a crime, contact the police.
- The Law Society cannot pay you money or make a lawyer or paralegal pay you money because of the lawyer or paralegal's mistake. If you believe a lawyer or paralegal has made a mistake, you will have to deal directly with the lawyer or paralegal or sue the lawyer or paralegal. You may wish to seek legal advice about your options.

For more information visit the *For the Public* section of the Law Society website at www.lsuc.on.ca.

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

What the Law Society needs you to do

- **Complete** and sign the Complaint Form.
- Attach a **copy** of any documents that relate to your complaint.
- Send the completed Complaint Form 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 Complaint Form to us.



The Law Society of Upper Canada | Barreau du Haut-Canada

Complaint Form

Before completing the Complaint Form please make sure you read the attached "Complaint Form Information Sheet."

1. INFORMATION ABOUT YOU (THE COMPLAINANT)

MALE FEMALE

COMPANY

Complainant Name

First Name: _____

Middle Name: _____

Last Name: _____

Salutation: Mr. Ms. Mrs. Dr.

Other: _____

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: _____

Work Phone Number: _____

Fax Number: _____

May we contact you at work? Yes No

Email Address: _____

Address: _____ Unit / Apt. Number: _____

City: _____ Province: _____ Postal Code: _____

Are you a lawyer or paralegal? Yes No

2. INFORMATION ABOUT THE LAWYER OR PARALEGAL YOU ARE COMPLAINING ABOUT

LAWYER PARALEGAL DON'T KNOW

MALE FEMALE

First Name: _____

Last Name: _____

Phone Number: _____

Address: _____

Unit / Apt. Number: _____ Province: _____

City: _____ Postal Code: _____

Check here if your complaint involves more than one lawyer or paralegal.

Attach a separate Complaint Form for each lawyer or paralegal that you are complaining about.

For Office use only:

File Number: _____

Licensee Number: _____

Licensee Name: _____

3. COMPLAINANT AND LAWYER OR PARALEGAL RELATIONSHIP

1. What is your relationship to the lawyer or paralegal you are complaining about?

For Example:

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

2. Did you hire this lawyer or paralegal?

Yes

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

When was the lawyer or paralegal hired? _____

DD / MM / YYYY

What was the lawyer or paralegal hired to do? _____

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

No Who did/does the lawyer or paralegal act for? _____

How are you involved? _____

Are you represented by a lawyer or paralegal? _____

Yes What is the name of the lawyer or paralegal who is representing you?

May we speak to this lawyer or paralegal about this complaint? Yes No

No

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

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

If you are complaining about an estate:

Are you the Estate Trustee or the Executor? Yes No

If no, who is the Estate Trustee or the Executor? _____

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, Ontario Court of Justice, Small Claims Court, Landlord and Tenant Board or the Financial Services Commission of Ontario.)

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

