

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

Complaint Form

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

☐ MALE ☐ FEMALE				
Complainant Name	Company name (if complainant is a company)			
First Name:	Company Name:			
Middle Name:	Contact			
Last Name:	First Name:			
Salutation: Mr. Ms. Mrs. Dr.	Contact Last Name:			
_	Position / Title:			
□ Other:	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:			
•	Postal Code: LEGAL YOU ARE COMPLAINING ABOUT			
Are you a lawyer or paralegal? Yes No No 2 2. INFORMATION ABOUT THE LAWYER OR PARA LAWYER PARALEGAL DON'T KNOW MALE FEMALE	LEGAL YOU ARE COMPLAINING ABOUT Check here if your complaint involves more than one lawyer or paralegal.			
Are you a lawyer or paralegal? Yes No 2 2. INFORMATION ABOUT THE LAWYER OR PARA LAWYER PARALEGAL DON'T KNOW MALE FEMALE First Name:	LEGAL YOU ARE COMPLAINING ABOUT Check here if your complaint involves more than one lawyer or paralegal. Attach a separate Complaint Form to each lawyer or paralegal that you a			
Are you a lawyer or paralegal? Yes No 2 2. INFORMATION ABOUT THE LAWYER OR PARA LAWYER PARALEGAL DON'T KNOW MALE FEMALE First Name: Last Name:	Check here if your complaint involves more than one lawyer or paralegal. Attach a separate Complaint Form to each lawyer or paralegal that you a complaining about.			
Are you a lawyer or paralegal? Yes No 2 2. INFORMATION ABOUT THE LAWYER OR PARA LAWYER PARALEGAL DON'T KNOW MALE FEMALE First Name: Last Name: Phone Number:	Check here if your complaint involves more than one lawyer or paralegal. Attach a separate Complaint Form to each lawyer or paralegal that you a complaining about.			
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	xample:		
☐ Clie	ent Client of oppo	osing lawyer or paralegal	Opposing lawyer or paralegal
□ Em	ployed by lawyer or para	alegal 🔳 Family memb	per Other (specify)
Did y	ou hire this lawyer	or paralegal?	
☐ Yes		, 0	
	• /	,	yer or paralegal, please attach a copy. ayable to the lawyer or paralegal in trust.)
	When was the lawyer	or paralegal hired?	
			DD / MM / YYYY
	Is the matter complete	d? 🗆 Yes 🗔 No Is the	e lawyer or paralegal still working for you? Yes
□ No	Who did/does the lawy	er or paralegal act for?	
	Are you represented by	y a lawyer or paralegal? -	
	☐ Yes What is the na	me of the lawyer or parale	egal who is representing you?
	May we speak	to this lawyer or paralogs	al about this complaint? Yes No
	way we speak	to this lawyer or paralega	ai about this combiaint? 😐 res 😐 no
	□ No		
•••••	□ No		
What	_	ervices does your c	
	_	eervices does your c	complaint relate to?
□ Re	t area of law/legal s al Estate	Civil Litigation	complaint relate to?
□ Re	t area of law/legal s al Estate	☐ Civil Litigation☐ Criminal☐	complaint relate to? □ Corporate / Commercial / Business
☐ Re☐ Ma	t area of law/legal s al Estate trimonial / Family tates / Wills are complaining about a	☐ Civil Litigation ☐ Criminal ☐ Other (specify)	complaint relate to? Corporate / Commercial / Business Administrative / Immigration
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☐ Re ☐ Ma ☐ Est If you ☐ Yes ☐ Wh	tarea of law/legal so all Estate strimonial / Family states / Wills are complaining about an Are you the Estate Trull If no, who is the Estate Are you a beneficiary? The solution of the Complaint in the strength of the Commission of Ontario.) That city is the Court or tributant in the commission of Ontario.)	Civil Litigation Criminal Other (specify) n estate: stee or the Executor? Trustee or the Executor? Yes No volve a matter before ourt or tribunal? f Justice, Small Claims Cour	Complaint relate to? Corporate / Commercial / Business Administrative / Immigration Yes No Re a Court or a tribunal? It, Landlord and Tenant Board or the Financial Services

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Pleas	e list the documents	vou are sendina	
, iout	Do NOT send originals	you are containg.	
	70 1101 Scha onginais		

4. YOUF	R COMPLAINT (CONTINUED)
3.	What do you hope will happen as a result of your complaint?
5. ACKI	NOWLEDGEMENT, 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 or paralegal complained about.
	I agree to the Law Society sharing and providing copies of information and documents that it receives from me with the lawyer or paralegal 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
directly order to numbe	If you are filing this complaint for another person who was the lawyer or paralegal's client or who was the party affected by the lawyer or paralegal's conduct, we may need a signed authorization from this other person in a proceed with the complaint. There is an authorization form available on our website. (You do not need a file or to complete the form.) If you hold a power of attorney for the other person, you can include a copy of the power may with the Complaint Form.
	ave any questions about how to file your complaint, please call the Client Service Centre at 416-947-3310 or 68-7568. Please note we cannot discuss your personal situation until you have provided your Complaint Form to us.