

COMPLAINT FORM

This form is for making a complaint about a lawyer. The Victorian Legal Services Commissioner is responsible for handling all complaints about lawyers in Victoria. Please read the following information before you complete this form.

- Unless there are good reasons not to, the law requires you to attempt to resolve the matter before we take further action. Please call us on 03 9679 8001, 1300 796 344 (local call cost) or visit our website (www.lsbc.vic.gov.au) if you need guidance on how to go about doing this.
- We also recommend you speak to us before making a formal complaint.
- Please provide clear and detailed information about your matter. The information you provide on this form will help us to understand your complaint.
- Please attach copies of any documents which relate to your complaint.
- Fill out separate complaint forms if you would like to complain about more than one lawyer.
- We will usually send a copy of your complaint to the lawyer to ask them to respond to the issues in your complaint. Please tell us if you have concerns with this.
- We are unable to provide legal advice or legal assistance in relation to your matter.
- We have several fact sheets that explain how complaints are dealt with which are available on our website at www.lsbc.vic.gov.au. You can also contact us on 03 9679 8001 or 1300 796 344 (local call cost) for a hard copy.
- You must sign page 4 of this form in order for us to deal with your complaint.

Please contact us if you have any questions or if you need assistance filling out this form. We can arrange an interpreter for you if you do not speak English.

Your details

Title (Mr, Mrs, Ms etc): _____ First name: _____ Last name: _____

Address: _____

State: _____ Postcode: _____

Telephone - Landline: _____ Mobile: _____

Email address: _____

What is the best time of day for us to call you? _____

Are you making this complaint on behalf of another person?

Yes (Please provide **their details** in the space below) No

Are you authorised to make this complaint on behalf of this person?

Yes (Please attach written authority) No (You must have authorisation to make a complaint on behalf of another person. Please seek written authorisation before lodging this complaint.)

Details of the person you are making the complaint for:

Title (Mr, Mrs, Ms etc): _____ First name: _____ Last name: _____

Address: _____

State: _____ Postcode: _____

Telephone - Landline: _____ Mobile: _____

Email address: _____

3. How do you want us to help you to resolve your complaint?

Please note: One of our officers will contact you to discuss what we can and cannot do.

4. What area of legal service does this complaint arise from?

- | | | |
|--|--|---|
| <input type="checkbox"/> Building Law | <input type="checkbox"/> Immigration | <input type="checkbox"/> Professional Negligence |
| <input type="checkbox"/> Commercial / Corporations / Franchise | <input type="checkbox"/> Insolvency | <input type="checkbox"/> Strata Bodies / Corporates |
| <input type="checkbox"/> Conveyancing | <input type="checkbox"/> Land and Environment | <input type="checkbox"/> Victims Compensation |
| <input type="checkbox"/> Criminal | <input type="checkbox"/> Leases / Mortgages | <input type="checkbox"/> Will / Power of Attorney |
| <input type="checkbox"/> Employment Law | <input type="checkbox"/> Personal Injuries | <input type="checkbox"/> Workers Compensation |
| <input type="checkbox"/> Family / Defacto | <input type="checkbox"/> Probate / Family Provisions | <input type="checkbox"/> Other Civil _____ |

Complaint about legal costs

Complete this section if you are disputing the legal costs you have been charged by your lawyer. Complaints about legal costs are known as costs disputes.

Our role in dealing with a costs dispute is to try and help you and your lawyer or the law practice resolve the dispute. Generally, we can only deal with a costs dispute if:

- The total amount of legal costs in the matter are \$100,000 or less, or if the total legal costs are over \$100,000 but the total amount in dispute is less than \$10,000. Please call us on 03 9679 8001 if you wish to discuss these circumstances.
- The complaint is made within 60 days of the date of the bill or within 30 days of the date of an itemised bill. In some circumstances, we can deal with a costs dispute outside these time frames if you have lodged your complaint within four months after the 60 or 30 day time limit and you have provided a sufficient reason for the delay in making your complaint. The time limit cannot be extended if the lawyer has issued proceedings to sue you for the unpaid costs. Such proceedings may also prevent us from further dealing with your complaint.

5. Have you received a bill from your lawyer?

- Yes (Please attach copies of the bills that you wish to dispute) No (Please ask your lawyer for copies of the bills that you wish to dispute)

6. Please provide details of the bills that you have received from your lawyer. Please attach copies.

Date of bill:	Amount:	How much have you paid?	Are you disputing this bill?
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

7. Has the lawyer sued you for unpaid legal costs? Yes No

If yes, when did the lawyer commence legal proceedings, and in which court?

Please note, generally the Commissioner cannot handle a costs dispute if the lawyer has commenced legal proceedings to recover the unpaid costs.

8. Did you receive a written costs agreement and/or costs disclosure document from the lawyer?

- Yes (Please attach a copy) No

Sign and date

I ask the Victorian Legal Services Commissioner to consider and deal with my complaint. I am aware that the Commissioner will usually send a copy of this complaint to the lawyer concerned. I have completed all relevant sections of this form and have attached copies of the following documents:

- Communication(s) to the lawyer Costs agreement / costs disclosure
 Communication(s) from the lawyer Bills Other: _____

Please note that failure to provide all relevant information may delay processing or may mean that we are unable to handle your complaint.

SIGNED: _____ **Date:** _____

Name (please print): _____

How did you hear about us?

- Family member Friend Work colleague Lawyer
 Newspaper Radio Internet
 Other: _____

What happens next

We will consider whether we have power to deal with your complaint and how it will be handled. We will contact you to let you know how we intend to deal with your complaint. We aim to deal with complaints efficiently and will keep you informed about the progress of your complaint. We may ask you to provide more information in relation to your matter. Please provide any additional information as quickly as possible. Please contact us if you have any questions or concerns about the complaint handling process.

Send your complaint form with all attachments to:

Victorian Legal Services Commissioner

GPO Box 492
Melbourne VIC 3001

Level 5, 555 Bourke Street,
Melbourne VIC 3000

DX 185 Melbourne

Telephone: 03 9679 8001 or 1300 796 344 (toll free)

Fax: 03 9679 8101

Email: admin@lsbc.vic.gov.au

Website: www.lsbc.vic.gov.au

Privacy Collection Statement

The Victorian Legal Services Commissioner is bound by laws that protect your privacy concerning the collection, use and disclosure of your personal information. Where you do not provide the information required by this form, the Victorian Legal Services Commissioner may refuse or be unable to process this transaction. The Victorian Legal Services Commissioner may need to disclose your personal information to other state and Commonwealth agencies. You can request access to your personal information by contacting us.