



January 19, 2022

**Sent via email**

Geoffrey McDonald  
Crown Counsel  
The Law Courts  
2nd Floor, 250 George Street  
Prince George, BC V2L 5S2

**Lisa Hamilton, QC**  
President

Dear Geoff:

**Re: 2022 Mandate for Complainants' Review Committee #2**

Office Telephone  
604.605.5394

Office Email  
president@lsbc.org

Thank you for agreeing to accept the appointment as Chair of the Complainants' Review Committee #2 for 2022.

The 2021-2025 Strategic Plan and the Terms of Reference should guide the Complainants' Review Committee #2 in its work this year.

The mandate of the Complainants' Review Committee #2 is:

*The Complainants' Review Committee ("CRC") was established in 1988 "to give unhappy complainants a procedure to have their complaints reviewed by an impartial body". The CRC reviews complaints that have been closed under Law Society Rule 3-8 (not valid; cannot be proved; or not serious enough to warrant further action). The CRC cannot review complaints closed under Law Society Rule 3-5(2) (outside jurisdiction; frivolous, vexatious or abuse of process; or not disclosing discipline violation). In conducting a review, the CRC reviews the file materials to determine whether an adequate investigation was conducted and whether the decision to close the file was appropriate. An appointed Bencher member of the CRC may make enquiries of the complainant, lawyer or any other person. If the CRC disagrees with the decision to close the file, it may refer the complaint to the Discipline Committee or the Practice Standards Committee.*

I expect that you will ensure that all members of the Complainants' Review Committee #2 understand the Terms of Reference, the Benchers Code of Conduct and the Law Society's workplace policies and abide by them. I also expect that in your deliberations and decisions, the Complainants' Review Committee #2 will expressly include consideration of the goals of facilitation of truth and reconciliation and diversity and inclusion. Finally, I expect that you will ensure the Complainants' Review Committee #2 acts in the public interest and makes evidence-based decisions that take into account the impact of the decisions on the public and the profession.

In particular, please keep in mind that the Benchers have directed that:

- a) Benchers committees are to help the Benchers do their job, not to help the staff do its jobs. Committees ordinarily will assist the Benchers by preparing policy alternatives and implications for Benchers deliberation.
- b) Benchers committees do not exercise authority over staff.
- c) In keeping with the Benchers' broader focus, Benchers committees will normally not have direct dealings with current staff operations.

I expect you and the members of Complainants' Review Committee #2 will work in a professional and respectful manner with our staff.

I look forward to hearing about the work of Complainants' Review Committee #2 over the balance of the year.

Yours truly,

A handwritten signature in black ink, appearing to be 'Lisa Hamilton', written in a cursive style.

Lisa Hamilton, QC  
President, Law Society of BC