



Information

Complaints outside our Legal Mandate

The Law Society regulates lawyers through professional standards including those set out in the *Legal Profession Act*, *Law Society Rules 2015* and *Code of Professional Conduct for British Columbia*.

We review, record and respond to every complaint we receive. There are some complaints that we cannot assist you with as your concerns about a lawyer may be outside our legal mandate. We only investigate complaints that are within our jurisdiction and show a lawyer has failed to meet professional standards or, otherwise engaged in misconduct.

Law Society Rule 3-5(3) provides that we may close our file and decline to investigate a complaint if the complaint is outside our jurisdiction or if it does not allege facts that could be considered a discipline violation.

Outside our Jurisdiction

The Law Society does not have legal authority to:

- Provide you with legal advice;
- Appoint a lawyer to assist you with your case;
- Intervene in your case or lawsuit;
- Change a court decision or order;
- Insist a lawyer take your case, remain on your case or withdraw from your case;
- Reduce or reimburse the legal fees a lawyer has charged you;
- Review a complaint about a judge or the legal system generally; or
- Review Crown Counsel's decision to approve or stay charges or proceed to a hearing.

Conduct that is not a Discipline Violation

The Law Society reviews your complaint to decide whether the facts or circumstances in your complaint materials show that a lawyer committed a discipline violation. A discipline violation is any of the following:

- Professional misconduct, which is conduct representing a marked departure from the conduct the Law Society expects of lawyers;
- A breach of a professional obligation contained in the *Legal Profession Act* or the *Law Society Rules 2015*;
- Information that shows a lawyer lacks the necessary skills and knowledge to practice law competently, either generally or in a particular area; or

- Conduct by a lawyer in his or her private life that is contrary to the best interest of the public or of the legal profession, or that harms the standing of the profession (such as a criminal conviction).

Examples of complaints that are outside our jurisdiction or are not discipline violations include:

Mistakes or Negligence

Lawyers make mistakes like everyone else. Many mistakes do not amount to a discipline violation even if the mistake may have caused you a loss. Through the complaint process, we cannot order a lawyer to pay compensation to anyone for a loss caused by their mistake. Only the courts can order a lawyer to pay compensation.

Breach of Supreme Court Rules

Court proceedings are regulated by the Rules of Court and the general practice of the Courts. When the other side does not follow the rules of court (i.e. disclosure obligations or late filing), your remedy is through the Court. The Law Society cannot take any steps in your case or order a lawyer to take any steps.

Complaints by Opposing Parties

Court proceedings are, by their nature, adversarial. Lawyers often advocate firmly and forcefully on behalf of their clients, making claims you may feel are wrong or unfair. Lawyers are allowed to rely on information provided to them by their client and they do not need to verify every statement made.

Letters indicating legal action may be taken

Lawyers are allowed to state in clear, persuasive terms, the client's position, his or her demands, followed by an outline of legal steps or actions that may be taken if those demands are not met. These types of letters are commonly sent by lawyers and generally they do not amount to threats.

Affidavits

In having someone swear an affidavit, a lawyer is not guaranteeing the truth of its contents; they are confirming the identity of the party making the statements and that the person made the statements under oath in their presence. It is the role of the Court, not the Law Society, to decide whether the information given in the affidavit is true and reliable.