

# Complaint Form

845 Cambie Street, Vancouver, BC, Canada V6B 4Z9  
t 604.669.2533 | toll-free 1.800.903.5300  
f 604.605.5399 | TTY 604.443.5700  
lawsociety.bc.ca

Before completing the Complaint Form, please make sure you read the “Complaint Form Information Sheet” on the Law Society website. If complaining about more than one lawyer, a separate form is required for each one.

## PART A: Information – About you

Salutation  Mr  Mrs  Ms  Miss  Dr  Mx  Prof  Hon

Given Name(s)  Surname

Street

City  Province/State  Postal/ZIP code

Telephone (home)  (work)

Email  Are you a lawyer?  Yes  
 No

## PART B: Information – Regarding the lawyer you are complaining about

Name of Lawyer

What is your relationship to the lawyer you are complaining about?

- Client  Employed by lawyer  
 Opposing Party (whether you have a lawyer or not)  Other (specify)  
 Opposing Lawyer

If your complaint is about a lawyer acting for someone else, please answer the following

1. Who did or does the lawyer act for?

2. What is your relationship in the matter?

3. Name of your lawyer

We may, at our discretion, contact anyone who may have relevant information including any lawyer involved in this matter.

## PART C: Your complaint

What does your complaint primarily concern?

- Breach of undertaking  Failure to follow instructions  
 Conflict of interest  Failure to release file or records or send bill  
 Delay or inactivity  Rudeness and or Threatening  
 Excessive fees  Withdrawal  
 Failure to communicate  Other (specify)

**Details of your complaint**

(Be factual. Give a brief description of what has taken place and on what dates. If you like, use point form.)

*More space provided on page 4*

**Explain what attempts you have made, if any, to resolve the problem.**

**What would you like to see happen as a result of your complaint?**

#### **PART D: Acknowledgment and signature**

I have read and I understand the following:

- The Law Society will share some or all of the information and copies of documents that it receives from me and any other person with the lawyer complained about;
- In turn, the lawyer complained about may share with others some or all of the information and copies of documents the Law Society receives from you and any other person;
- The lawyer complained about may share some or all of the information and copies of documents they receive from you and any other person with others;
- Our records are subject to the Freedom of Information and Protection and Privacy Act and, as a result, information gathered by the Law Society may be disclosed as authorized by FIPPA including, on request, to other persons whose interests are affected; and
- Under Section 87 of the Legal Profession Act, this form and any other document relating to this complaint are not admissible as evidence in any proceedings without the consent of the author of the material or the Executive Director.

\_\_\_\_\_

**Date**

\_\_\_\_\_

**Signature of applicant**

Note: If you are filing this complaint for another person who was the lawyer's client or who was the party directly affected by the lawyer's conduct we may need a signed authorization from this other person in order to proceed with the complaint. If you hold a power of attorney for the person, you can include a copy of the power of attorney with the Complaint Form.

*The Information on this form is collected in accordance with section 26(c) of the Freedom of Information and Protection and Privacy Act and Rule 3-2 of the Law Society Rules. The information provided will be used to process your complaint. If you have any questions about the collection and use of this information, contact the Intake Officer, Law Society of British Columbia, 8th Floor, 845 Cambie Street, Vancouver, BC V6B 4Z9, tel. 604.669.2533.*

**Details of your complaint (continued)**