

AI Information Sheet for Complainants

We understand that AI tools can help people prepare complaints; however, it is important to understand the risks and responsibilities associated with using AI tools to make a complaint.

Our process for assessing your concern is the same if you use an AI tool.

Generative artificial intelligence (AI), such as ChatGPT, Claude or Google Gemini, is a tool that many now use daily. These tools can generate text when prompted. If you use AI tools, you are responsible for making sure the information in your complaint is accurate, clear and relevant.

Use your own words when writing complaints

We prefer you to use your own words when providing us with information about your concerns. If you need help putting your complaint into words, you can give us a call at 604-605-5388.

What can happen if you use AI to write your complaint?

While AI can be a useful tool to summarize information, it can also create issues. The information provided may not be correct or the most accurate for your situation because AI relies on data from existing online sources, which can lead to AI hallucinations. An AI hallucination is when an AI tool generates misleading or even fabricated information and presents it as true.

Using AI to write your complaint may also:

- Introduce policies, facts or legal cases that do not exist.
- Make the complaint unclear by adding unnecessary words or unsupported facts that detract from your original concerns.
- Create false information about our complaint process and jurisdiction.

What to do if using AI to draft communications to the Law Society:

- Double-check the results before submitting the complaint and ensure the facts and information are accurate;
- Provide clear and concise information about your concerns, including dates, times and the conduct you are concerned about; and
- Avoid referring to legislation, as that can create confusion – we will assess the conduct and apply the applicable rules/standards.

Privacy and confidentiality when using AI

Some AI tools may store, reuse or share information, including information that is confidential and personal. This may put you at risk of having your personal information in an AI database. Take care with the information you provide to any AI tool.