



## THE LAW SOCIETY OF UPPER CANADA

### Complaint Form

#### Information Sheet

##### What types of complaints will the Law Society deal with?

As the regulator of the legal professions in Ontario, we receive and respond to written complaints about lawyers and paralegals licensed by the Law Society. We also respond to information about unlicensed practitioners who are providing legal services or practising law.

We deal with a range of professional conduct matters. Examples include delay, failure to reply to communications, rude and discriminatory behaviour, not accounting for money or improperly handling it, and not reporting on a transaction.

We cannot assist with every kind of complaint; there are some things we do not have the legal authority to deal with.

After we review your Complaint Form, we will let you know if we are able to help.

Here is some information about other resources you can consider even if the Law Society is not able to help you.

- If you need legal services, you need to see a lawyer or licensed paralegal.
- If you believe the fees charged by your lawyer were too high, contact the **Assessment Office** of the **Ontario Superior Court of Justice**. If you believe the fees charged by your paralegal were too high, you may wish to contact the Small Claims Court. (Currently the jurisdiction of the Small Claims Court is limited to claims of \$25,000 or less.)
- In addition to making a complaint to the Law Society you may also wish to explore the availability of other options, such as the civil and/or criminal justice system. If you believe that the lawyer or paralegal's conduct may constitute a criminal offence, please consider reporting it to the police.

Please note that the Law Society cannot pay you money or make a lawyer or paralegal pay you money because of a lawyer or paralegal's mistake. If you believe a lawyer or paralegal has made a mistake, you will have to deal directly with him or her or you may have to sue the lawyer or paralegal. You may wish to seek legal advice about your options.

For more information, visit the 'For the Public' section of the Law Society website, at [www.lsuc.on.ca](http://www.lsuc.on.ca).

##### Confidentiality

Under section 49.12 of the *Law Society Act*, complaints and investigations are **confidential** unless the Law Society has begun discipline proceedings. This requirement restricts our ability to share information with you and with the lawyer or paralegal you are complaining about.

In fairness to the lawyer or paralegal you are complaining about, we **will share** with them some or all of the information you give us. We may give copies of documents received from you or any other person to the lawyer or paralegal you are complaining about. We may also need to share personal information (such as names, addresses and telephone numbers) with the lawyer or paralegal.



## What you need to do

- Complete and sign the Complaint Form.
- Attach copies of any documents that relate to your complaint. Send us any documents that you think will help us understand your complaint (and direct us to the parts that you think are important). *Note that we may not be able to access documents that are stored in a cloud and accessed online.*
- Send the completed Complaint Form with **copies** of relevant documents (**do not send originals**) to:

The Law Society of Upper Canada  
Osgoode Hall, 130 Queen Street West  
Toronto, Ontario  
M5H 2N6  
Attention: Complaints Services

## What happens next?

We will promptly send you a letter to let you know we received your complaint. Your complaint is assigned a file number, which will be indicated in the letter.

Each complaint will be carefully reviewed and assessed. For information about our processes, visit our website: [www.lsuc.on.ca/complaints](http://www.lsuc.on.ca/complaints).

If we cannot help with a complaint or deal with it as a professional conduct matter, we will let you know.

We will keep you informed about the status of your complaint.

## Our commitment to a respectful environment

The Law Society is committed to communicating with you in a respectful, professional and civil manner. Similarly, we expect the same courtesy from others.

We understand that the complaint process and the circumstances that give rise to complaints can be stressful. However, we will not accept racist, discriminatory or harassing behaviour or profane communications.

The Law Society is required by law to protect staff from harassing, discriminatory and threatening behaviour. Please note that repeated behaviour of this kind will result in the Law Society restricting communications or no longer communicating with you beyond advising you of the outcome of your complaint.

## Questions?

If you have any questions about how to file your complaint, please call the Client Service Centre at 416-947-3310 or 1-800-268-7568. Please note we cannot discuss your personal situation until you have provided your Complaint Form to us.

With very limited exceptions, you must *bring your complaint to us within three years* of the date the problem occurred or the date that you became aware of it.



File Number

Lawyer/Paralegal Number

Lawyer/Paralegal Name

## 1. Information about you (the "Complainant")

### Complainant Name

Sex

☐ Male

☐ Female

First Name

Middle Name

Last Name

Salutation

☐ Mr.

☐ Ms.

☐ Mrs.

☐ Dr.

☐ Other Specify: \_\_\_\_\_

Mailing Address – Number, Street, P.O. Box, Unit/Apartment Number

City

Province/Territory

Postal Code

Home Telephone

Work Telephone

Cell or Contact Telephone

Fax Number

May we contact you at work?

☐ Yes

☐ No

E-mail

### Company

Company Name (if Complainant is a company)

Contact First Name

Contact Last Name

Position/Title

## 2. Information about the lawyer or paralegal you are complaining about

☐ Select if you are complaining about more than one lawyer or paralegal

**NOTE: Attach a separate Complaint Form for each lawyer or paralegal that you are complaining about.**

Sex

☐ Male

☐ Female

Lawyer or Paralegal

☐ Lawyer

☐ Paralegal

First Name

Last Name

Work Telephone

Mailing Address – Number, Street, P.O. Box, Unit/Apartment Number

City

Province/Territory

Postal Code



### 3. Complainant and lawyer or paralegal relationship

#### a. What is your relationship to the lawyer or paralegal you are complaining about?

Examples can include: client, client of opposing lawyer or paralegal, opposing lawyer or paralegal, employed by lawyer or paralegal, family member, other (specify)

#### b. Did you hire this lawyer or paralegal?

☐ Yes ☐ No

If there are any documents that show you hired the lawyer or paralegal, please attach a copy. (For example, retainer agreement, letter, cheque payable to the lawyer or paralegal.)

When was the lawyer or paralegal hired?

What was the lawyer or paralegal hired to do?

Is the matter completed?

☐ Yes ☐ No

Is the lawyer or paralegal still working for you?

☐ Yes ☐ No

Who did/does the lawyer or paralegal act for?

How are you involved?

Do you have your own lawyer or paralegal?

☐ Yes ☐ No

Who is your lawyer or paralegal?

May we speak to your lawyer or paralegal about this complaint?

☐ Yes ☐ No

#### c. What area of law / legal services does your complaint relate to?

☐ Real Estate ☐ Civil Litigation ☐ Corporate / Commercial / Business ☐ Matrimonial / Family ☐ Criminal

☐ Administrative / Immigration ☐ Estates / Wills ☐ Other Specify: \_\_\_\_\_

If you are complaining about an estate:

Are you the Estate Trustee or the Executor?

☐ Yes ☐ No

If no, who is the Estate Trustee or the Executor?

Are you a beneficiary?

☐ Yes ☐ No

#### d. Does your complaint involve a matter before a Court or a tribunal?

☐ Yes ☐ No

What is the name of the Court or tribunal? (For example, Ontario Court of Justice, Small Claims Court, Landlord and Tenant Board, the Financial Services Commission of Ontario.)

What city is the Court or tribunal located in?

What is the Court or tribunal file number? (If known)

What is the status?

☐ Ongoing ☐ Completed



## 4. Your complaint

a. Please tell us about your complaint



b. Please list the documents you are sending. (NOTE: Do **NOT** send originals.)



c. What do you hope will happen as a result of your complaint?



## 5. Acknowledgment, Consent and Signature

Before completing this form, please make sure you read the attached Information Sheet.

I have read and I understand the following:

I understand that the Law Society will share some or all of the information and documents that it receives from me and other parties with the lawyer or paralegal complained about.

I agree to the Law Society sharing and providing copies of information and documents that it receives from me with the lawyer or paralegal complained about. I understand that if I do not agree, the Law Society may be unable to process my complaint.

I understand that the Law Society may not be able to process my complaint without supporting documents. I have attached copies of documents that support my complaint.

I understand that the Law Society may keep digital recordings of voice mail messages as part of the complaint file.

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date of Signature

**Note:** If you are filing this complaint for another person who was the lawyer or paralegal's client or who was the party directly affected by the lawyer or paralegal's conduct, we may need a signed authorization from this other person in order to proceed with the complaint. There is an [authorization form](#) available on our website. (You do not need a file number to complete the form). If you hold power of attorney for the other person, you can include a copy of the power of attorney with the Complaint Form.

If you have any questions about how to file your complaint, please call the Client Service Centre at **416-947-3310** or **1-800-268-7568**. Please note; We cannot discuss your personal situation until you have provided your Complaint Form to us.