



The Law Society of  
Upper Canada

Barreau  
du Haut-Canada

THE LAW SOCIETY OF UPPER CANADA

# Complaints HelpForm

Information  
Sheet

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

The Law Society deals with a range of professional conduct matters. Examples include delay, not replying to communications, rude and discriminatory behaviour, not accounting for or improperly handling money, and not reporting on a transaction.

We cannot help you with every kind of complaint. Here is some information about other resources where the Law Society is not able to help.

- If you need legal advice, you need to see a lawyer.
- 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 you are the victim of a crime, contact the police.
- The Law Society cannot pay you money or make a lawyer pay you money because of a lawyer's mistake. If you believe a lawyer has made a mistake, you will have to deal directly with the lawyer or sue the lawyer. You may want to speak to another lawyer about your options.

*For information about how to find a lawyer, or about the assessment process, there are resources you can access on our website: [www.lsuc.on.ca](http://www.lsuc.on.ca) at the **For the Public** tab.*

## The confidentiality of your complaint

The Law Society cannot guarantee the information that you or any other person has provided will remain confidential because:

- We must share some or all of the information with the lawyer you are complaining about;
- We may give copies of documents received from you and any other person to the lawyer; and
- We may share personal information (such as names, addresses and telephone numbers) with the lawyer.

## What the Law Society needs you to do

- Complete and sign the Complaints HelpForm.
- Attach a **copy** of any documents that relate to your complaint.
- Send the completed Complaints HelpForm with **copies** of relevant documents 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 advising you that we have received your complaint. Your complaint is assigned a file number, which will be set out in the letter. You should know that:

- Each complaint is carefully reviewed and assessed. For information about our processes, there are resources you can access on our website: [www.lsuc.on.ca](http://www.lsuc.on.ca) at the **For the Public** tab
- If we cannot help with a complaint, we will let you know.
- We will keep you informed about the status of your complaint.

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 Complaints HelpForm to us.



The Law Society of Upper Canada | Barreau du Haut-Canada

# THE LAW SOCIETY OF UPPER CANADA

## Complaints HelpForm

*Before completing the Complaints HelpForm please make sure you read the attached "Complaints HelpForm Information sheet."*

### 1. INFORMATION ABOUT YOU (THE COMPLAINANT)

MALE     FEMALE

#### Complainant Name

First Name: \_\_\_\_\_

Middle Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Salutation:  Mr.     Ms.     Mrs.     Dr.

Other: \_\_\_\_\_

COMPANY

#### Company name (if complainant is a company)

Company Name: \_\_\_\_\_

Contact:

First Name: \_\_\_\_\_

Contact

Last Name: \_\_\_\_\_

Position / Title: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_

Cell Phone or Contact Number: \_\_\_\_\_

May we contact you at work?     Yes     No

Address: \_\_\_\_\_

Unit / Apt. Number: \_\_\_\_\_

Province: \_\_\_\_\_

Work Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

City: \_\_\_\_\_

Postal Code: \_\_\_\_\_

### 2. INFORMATION ABOUT THE LAWYER (YOU ARE COMPLAINING ABOUT)

MALE     FEMALE

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

Unit / Apt. Number: \_\_\_\_\_

Province: \_\_\_\_\_

City: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Check here if your complaint involves more than one lawyer.

**Attach a separate HelpForm for each lawyer that you are complaining about.**

#### For Office use only:

File Number: \_\_\_\_\_

Member Number: \_\_\_\_\_

Member Name: \_\_\_\_\_



### 3. COMPLAINANT AND LAWYER RELATIONSHIP

**1. What is your relationship to the lawyer you are complaining about? For Example:**

- Client     Client of opposing lawyer     Opposing lawyer     Employed by lawyer  
 Family member     Other (specify) \_\_\_\_\_
- 

**2. Did you hire this lawyer?**

**Yes**

*If there are document(s) that show you hired the lawyer, please attach a copy.  
(For example, retainer agreement, letter or cheque payable to the lawyer in trust.)*

When was the lawyer hired? \_\_\_\_\_

What was the lawyer hired to do? \_\_\_\_\_

Is the matter completed?     Yes     No    Is the lawyer still working for you?     Yes     No

**No** Who did/does the lawyer act for? \_\_\_\_\_

How are you involved? \_\_\_\_\_

Do you have your own lawyer?

**Yes** Who is your lawyer? \_\_\_\_\_

May we speak to your lawyer about this complaint?     Yes     No

**No**

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**3. What area of law does your complaint relate to?**

- Real Estate                                     Civil Litigation                                     Corporate / Commercial / Business  
 Matrimonial / Family                                     Criminal                                     Administrative / Immigration Law  
 Estates / Wills                                     Other (specify) \_\_\_\_\_

If you are complaining about an estate:

Are you the Estate Trustee or the Executor?     Yes     No

Are you a beneficiary?     Yes     No

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**4. Does your complaint involve a matter before a Court or a tribunal?**

**Yes**

What is the name of the Court or tribunal? \_\_\_\_\_  
*(For example, Superior Court of Justice, Small Claims Court or Ontario Rental Housing Tribunal.)*

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

**No**



