

Complaint form

Contact us

Please do not hesitate to contact us by phone or email with any queries. The Lawyers Complaints Service can provide you with information about your rights and options if you are unsure whether you have grounds for making a complaint.

✉ complaints@lawsociety.org.nz ☎ 0800 261 801 🌐 www.lawsociety.org.nz

Disclosure of identity and complaint details

Your identity, complaint (including a copy of this complaint form) and any supporting documents provided to progress your complaint will be disclosed to the lawyer complained about (and their supervisor and legal representative, if applicable) and the Standards Committee considering your complaint. You should consider carefully all the information you provide to us and ensure that any irrelevant, sensitive, confidential or privileged information (including any court or other document subject to publishing restrictions) is redacted or removed.

If you do not want your identity to be disclosed, we will not be able to progress your complaint.

Please contact us on 0800 261 801 if you have any concerns about the information to provide.

If you have a concern about a lawyer but do not wish to lodge a complaint, please complete the concerns form on our website. www.lawsociety.org.nz/for-the-public/complaining-about-a-lawyer/raise-a-concern/

I consent to the Law Society disclosing details of my identity, and my complaint and supporting documents to the lawyer complained about, the relevant Standards Committee and the other people referred to above (if applicable).

If you have a "concern number" from past correspondence about this issue, please enter it below

Privacy and Information Handling Policy

The personal information collected and held by the Law Society will be used to process and deal with your complaint, and for purposes relating to the Law Society's regulatory functions.

Further information about how the Law Society handles information including personal information is set out in the Law Society's Information Handling Policy, which can be viewed at www.lawsociety.org.nz/privacy. This Policy also contains information about your right to access and seek correction of your personal information. Please read this Policy before completing this form. If you have any queries about the Information Handling Policy, please email our Privacy Officer at privacy@lawsociety.org.nz.

1 Complaints on behalf

Are you making this complaint on behalf of someone else, such as a client or relative? Yes No

If yes, please also complete the authorisation in section 10.

Name of the person you are complaining on behalf of

Best contact details for the person you are complaining on behalf of (in case we need to contact them directly)

2 Your details

A complaint must identify the complainant and specify an address for service. Please complete the following details:

Title (optional)

Miss Ms Mrs Mr Mx Please specify your own if you wish

Preferred pronouns (optional)

She/her He/him They/them Please specify your own if you wish

First name

Last name

Preferred contact method (we need to correspond with you in writing) Email Post

Postal address (only required if post is your preferred contact method)

Email address

Preferred phone number (optional)

Alternative phone number (optional)

Do you have a translator to assist with your complaint? Yes No

If yes, for what language?

Ethnicity (optional)

Select as many as applicable to you.

- | | | | | |
|----------------------|-------------------|-----------------------|----------------|-----------------|
| New Zealand European | Tongan | Other Pacific Peoples | Indian | Other European |
| Māori | Tokelauan | Middle Eastern | Other Asian | Other Ethnicity |
| Samoa | Cook Island Māori | Chinese | Latin American | Not disclosed |
| Fijian | Niuean | Southeast Asian | African | |

5 Complaint details

Please give details about your complaint, including dates, to enable us to understand what happened and when.

As outlined above, your identity, complaint and supporting documents will be disclosed to the lawyer you are complaining about (and their supervisor and legal representative, if applicable) and the Standards Committee considering your complaint.

Large empty rectangular area for providing complaint details.

Supporting documents

Please attach copies of any important communications or other documents that may help explain your complaint. For example, communications with the lawyer about your complaint, trust documentation, court documents, invoices, a copy of a will, sale and purchase agreement, etc.

Please do not send originals. All documentation is maintained electronically.

Documentation received in hard copy will be disposed of unless you ask us to return it when your complaint is filed. If you are unsure about what information to provide, you can contact us on 0800 261 801 or you can include a list of available material which we can request from you, if necessary.

6 Costs complaints

Please complete this section if your complaint is about your lawyer's charges.

If your complaint is about an invoice or invoices totalling less than \$2,000 or if the invoice is older than two years please contact the Lawyers Complaints Service (see page 6 for contact details).

Otherwise, please attach a copy of the terms of engagement provided by the lawyer. Please also attach copies of all invoices, correspondence about the fees you were charged and an explanation of why you are complaining about the fees.

Has the invoice been paid? Yes No **If yes, how has it been paid?** In part In full

If the invoice has been paid in part, please give details of payment

Have any court proceedings been issued against you for payment of the invoice? Yes No

If yes, please provide details

7 Mediation, conciliation or negotiation

Are you willing to attend and engage in mediation, conciliation or negotiation in order to resolve your complaint?

Yes No

8 Outcome

What specific outcome are you looking for to resolve your complaint?

Please contact us if you would like to discuss potential complaint outcomes.

9 Confirmation

By typing my name in the box below or signing I confirm that:

- I have read and understood the Information Handling Policy
- the information I have provided in this complaint form and in any other documents is true and correct (required)

Signed

Date (dd/mm/yyyy)

Please ensure that all relevant information has been submitted. Original documents will not be retained or returned unless you ask us to. Please note, a copy of this complaint form will be provided to the person you've complained about (and their supervisor and legal representative, if applicable).

10 Authorisation to complain on behalf of someone else

This section is only applicable if you are making this complaint on behalf of someone else. That person must sign below to give permission for you to make this complaint on their behalf.

Name of person complaint is being made on behalf of

I authorise (name below) to represent me in the complaint

Signed

Date (dd/mm/yyyy)

Further contact information and where to send this form

Please return via email or post:

- ✉ complaints@lawsociety.org.nz
- 🏢 Lawyers Complaints Service
Level 4, 17 Whitmore Street, Wellington
- 📦 PO Box 5041, Lambton Quay, Wellington 6140

For further information:

- ✉ complaints@lawsociety.org.nz
- ☎ 0800 261 801
- 🌐 www.lawsociety.org.nz