

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

1 Confidentiality

Your identity, complaint and supporting documents will be provided to a Standards Committee and the lawyer you are complaining about. If you do not want your identity and contact details to be shared, we will not be able to progress your complaint.

Please contact us on 0800 261 801 if you have any concerns about confidentiality.

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 providing identity, my complaint and supporting materials to the Standards Committee and the lawyer I am complaining about

2 Your details

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

Title

Miss Ms Mrs Mr Dr Other, please specify

First name

Last name

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

Postal address and/or email (required)

Preferred phone number (optional)

Alternative phone number (optional)

2 Your details continued

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

If yes, for what language?

What ethnic group(s) do you belong to? Select as many as applicable to you.

Ethnicity details are for Law Society use only. (optional)

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

3 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 person you are complaining on behalf of

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

4 Lawyer details

Name of lawyer or employee of lawyer you wish to complain about (please identify the individual concerned)

Name of lawyer's law firm/lawyer's postal business address

A complaint can also be made against an incorporated law firm. If you wish to complain about an incorporated law firm, please contact the Lawyers Complaints Service on 0800 261 801 about the further information required.

5 Attempts to resolve complaint

Lawyers are required to have procedures for handling complaints from their clients. Please outline the steps you have you taken to resolve the complaint with the lawyer and the outcome (Attach copies of any relevant correspondence)

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 what information to provide, you can include a list of available material which we can request from you, if necessary.

7 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

8 Mediation, conciliation or negotiation

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

Yes No

9 Outcome

What outcome are you looking for to resolve your complaint?

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

10 Declaration

By typing my name in the box below or signing I declare that I have personally completed this complaint form and that the information in this complaint form and in any other documents I provided is true and correct (required)

Signed

Date (dd/mm/yyyy)

Please ensure that all relevant information has been submitted. Please note that 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.

11 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)

Privacy and information handling

The personal information you provide through the complaints process will be used for the purposes of dealing with your complaint, and will be received by the Law Society, Lawyers Complaint Service, Lawyers Standards Committee and disclosed only as provided for in the Lawyers and Conveyancers Act 2006 and regulations or otherwise as required or permitted by law. Only authorised staff will have access to your information which is held in a secure environment.

The provision of information by you is voluntary. However, if you do not provide full information, the Law Society may not be able to process your complaint. Under the Privacy Act 2020 you may request access to and request correction of your personal information held by the Law Society. For more information about the Law Society's Privacy and Information Handling Policies please refer to www.lawsociety.org.nz/privacy. General information about the Privacy Act 2020 is also available on the website of the Privacy Commissioner at www.privacy.org.nz.

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