

# Complaint form

## Guidelines

**Please do not hesitate to contact us** by phone or email with any queries or concerns. 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](mailto:complaints@lawsociety.org.nz) ☎ 0800 261 801 🌐 [www.lawsociety.org.nz](http://www.lawsociety.org.nz)

## Supporting documents

**Please attach copies of any important letters or other documents that may help explain your complaint.** (For example, communication 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. Please let us know if you wish to have any documents returned to you. All documentation is maintained electronically. However, complaint documentation received in paper form may be disposed of once a complaint is closed.

## 1 Your details

### Title

Miss Ms Mrs Mr Dr Other, please specify

### First name (required)

### Last name (required)

### Postal address (required)

### Email (required)

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

### Preferred phone number (required)

### Alternative phone number

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

**If yes, for what language?**

## 1 Your details continued

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

Ethnicity details are for Law Society use only.

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

## 2 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)

## 3 Lawyer details

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

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 about the further information required (see page 5 for contact details).

## 4 Attempts to resolve complaint

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


5 Complaint details

Please give enough details about your complaint, including dates, to enable us to get a full picture of what happened and when (required)

Please note: as part of the complaints process details of your complaint will be disclosed to the lawyer who you are complaining about. If you wish to arrange an alternative arrangement or discuss further, please contact us.

Large lined area for writing complaint details.

## 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 5 for contact details).

Otherwise please attach a copy of any client/care 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 them.

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 outcome are you looking for in resolution of your complaint? (required)

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


## 9 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.

## 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)

## 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 and 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 1993 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](http://www.lawsociety.org.nz/privacy). General information about the Privacy Act 1993 is also available on the website of the Privacy Commissioner at [www.privacy.org.nz](http://www.privacy.org.nz).

## Further contact information and where to send this form

Please return via email or post:

- ✉ [complaints@lawsociety.org.nz](mailto: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](mailto:complaints@lawsociety.org.nz)
- ☎ 0800 261 801
- 🌐 [www.lawsociety.org.nz](http://www.lawsociety.org.nz)