**The Law Society of Jersey Complaint**

|  |  |
| --- | --- |
| Name of Complainant(s): |  |
| Address: |  |
| Contact telephone number(s): |  |
| Email address: |  |
| Lawyer’s name: |  |
| Lawyer’s firm: |  |
| Your relationship with the lawyer  (Please tick as applicable) | □ Client  □ Former client  □ Acting for other party (please detail)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  □ Other (please specify) |
| Type of work carried out  (Please tick as applicable) | □ Family / Matrimonial / Divorce  □ Property  □ Criminal / Police Matters  □ Civil court proceedings  □ Estate / Wills / Probate  □ Business / Commercial / Trust  □ Personal Injury  □ Other (please specify)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Are you making this complaint on behalf of another person? If you are, please explain why the person is not making the complaint personally | Yes/No |
| If yes, please state that person's name and address: |  |
| Is this person aware that you are making this complaint on their behalf? | Yes/No |
| When did you instruct the lawyer (approximate date): |  |
| Date work completed (or state if matter is still ongoing) |  |
| Have you complained to the lawyer (or their firm) in relation to this matter? | Yes/No |
| When did you complain? |  |
| What was the outcome of that complaint? |  |
| If you have not raised your complaint directly with the lawyer or their firm (in line with that firm’s complaint procedure), please explain why. |  |
| Have you complained previously about this matter to the Law Society or anyone else (other than to the firm themselves)? | Yes/No |
| If so, when did this happen and what was the outcome? |  |
| When did the action, or actions, that you are complaining about, take place? (e.g. if you are complaining about a lawyers actions in court, what was the date of the hearing?) |  |
| If it was more than six months ago, please explain why there has been a delay in sending in the complaint |  |

Details of your complaint

Please briefly describe the background to your complaint and what has happened to make you complain.

Where appropriate, please provide any evidence to support your complaint (if not available at the time of making the complaint, this can be supplied later, if it is required).

How would you like your complaint to be resolved? What action do you expect the Law Society to take?

□ Explanation of what has happened

□ An apology

□ Disciplinary action against the lawyer

□ Other (Please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please note that the Law Society cannot order a lawyer to pay compensation or to reduce fees. Disciplinary action will only be taken where a lawyer has breached the Law Society’s Code of Conduct. Complaints relating to fees are dealt with separately.

**Declaration**

I/we request The Law Society of Jersey to investigate my complaint. I/we authorise the Law Society of Jersey to disclose the details of my complaint and any supporting information to the lawyer and their firm.

I/we authorise the lawyer and their firm to make available to the Law Society or its representative for review and copying of all and any deeds, documents, files, records or other information held by the lawyer(s) or under his/her control which in any way relates to the above-mentioned complaint and to make full disclosure to The Law Society of Jersey all communications received by the lawyer on my behalf in relation to this matter.

I/we declare that all the information I/we have given in this form is, to the best of my/our knowledge, complete and accurate.

Signed (Complainant(s):   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Complaints should be sent to:

**Chief Executive Officer**

**The Law Society of Jersey**

**P.O. Box 493**

**St Helier**

**Jersey  Tel: 01534 613920**

**JE4 5SZ**    **email: ceo@jerseylawsociety.je**