



Complaints against members of The Law Society of Jersey

Guidance notes

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Introduction

This booklet is designed to give information and guidance on the complaints process for:

- People who have a complaint about their Jersey qualified advocate or solicitor, and
- Jersey qualified advocates or solicitors who have a complaint made against them.

The booklet is in three sections:

Section 1 gives information and guidance for people who want to make a complaint about an advocate or a solicitor. It explains how to make a complaint and the types of complaints that can be considered.

Section 2 gives information and guidance for advocates and solicitors who have a complaint made against them, including how to respond.

Section 3 gives information for complainants and for advocates and solicitors. It includes more detailed information about the disciplinary process.

Section 1 - Information on how to make a complaint about an advocate or a solicitor

Most firms of Jersey lawyers have their own complaints procedure which should be explained in the engagement letter you will have received from your lawyer after asking him or her to act for you. **Any complaint you may have concerning a Jersey qualified advocate or solicitor should, in the first instance, be referred to the person in the firm who is responsible for dealing with complaints. If that person is the advocate or solicitor you wish to complain about or if he or she is a sole practitioner then you should still raise your complaint with them first. If you cannot resolve your complaint in this way you should follow the guidance notes set out in this booklet.**

If you have complained directly to the Law Society before complaining to the advocate or solicitor, the Law Society may refer your complaint to the lawyer's firm before considering it.

How do I make the complaint?

All complaints must be in the standard complaint form which can be found at the end of this leaflet. You can also download the complaint form from the Law Society website www.jerseylawsociety.je

If you have any questions about how to fill the form in or if you are unable to fill it in for any reason please contact the Chief Executive Officer of the Law Society at P.O. Box 493, St. Helier, JE4 5SZ or by email at ceo@jerseylawsociety.je.

Does it cost anything to make a complaint?

There is no charge for making a complaint.

Who can I complain about?

The disciplinary process can only deal with complaints about advocates or solicitors who are qualified to practise in Jersey.

Complaints about people who offer legal services but who are not qualified as advocates or solicitors in Jersey cannot be considered.

Complaints against English Solicitors practising in Jersey cannot be considered. Please refer to the Solicitors Regulation Authority (www.sra.org.uk) or the Legal Ombudsman (www.legalombudsman.org.uk) if your complaint relates to an English Solicitor.

What kind of complaint can I make?

There are two types of complaint that can be dealt with namely

- Professional misconduct, and
- Inadequate or poor professional service

Some complaints come under both types. You do not have to decide which type your complaint is.

Additionally, you may make a complaint about the fees you have been charged by a lawyer. Please see Section 4 – Legal fees and fee complaints.

Professional misconduct

The Law Society has rules which govern how lawyers should practise and conduct themselves. A copy of these rules, known as the Code of Conduct, can be found in the 'Lawyers' section of the Law Society website www.jerseylawsociety.je. Professional misconduct is when an advocate or a solicitor has breached the Code of Conduct.

In the absence of professional misconduct, you cannot make a complaint about a lawyer who is acting for someone else as he or she is only doing their job i.e. advising what is best for his or her client. Complaints cannot be made against that lawyer just because you do not agree with the advice being given to his or her client.

Examples of professional misconduct on the part of a lawyer are:-

- failing to keep your business confidential;
- failing to pay money which is due to you or not preparing accounts showing what is owed to you;
- acting for you and for someone else when you and the other person have different interests which conflict with each other;
- not handing over your papers and files;
- using your money without your permission;
- acting dishonestly or in a way that damages the profession's reputation;
- misleading the court;
- acting against your instructions or best interests;
- dropping out of a case at short notice without good reason;
- inappropriate language and/or behaviour whether in Court or in public.

Poor service

Your complaint may be about the quality of the service you have received from your lawyer. Poor or inadequate service covers problems such as your lawyer:

- not doing what you have asked them to do;
- involving you in unreasonable delays;
- giving you inaccurate or incomplete information;
- consistently failing to reply to your phone calls and letters;
- not giving enough information about costs before beginning to act for you or prior to giving you the final bill;
- failing to advise you of any increase in the hourly rates which you have been advised would be charged;
- failing to keep you fully informed about what is going on with your case.

Complaints of this type can only be made by the lawyer's client. Not all complaints will amount to misconduct. Once your complaint has been lodged the Chief Executive Officer will contact you to discuss the complaint and the way forward.

Only complaints relating to misconduct are dealt with under the Law Society's disciplinary process. The Law Society will endeavour to establish a way forward or resolution of complaints relating to

service which are not deemed as misconduct through liaison with the lawyer concerned and, where appropriate, through formal or informal mediation.

Are there complaints that cannot be dealt with?

Professional Negligence

Professional negligence is a complicated legal concept that must be decided by the Royal Court. It is the duty of a lawyer to act properly and in the best interests of his or her client. Negligence happens where a lawyer has failed to do this. If your lawyer has been negligent, you may be able to take Court proceedings against him if the negligence has meant that you:

- have lost money; or
- have spent money trying to sort out the problems caused.

If you believe that your lawyer has acted negligently you should seek advice from another lawyer on whether you have grounds for a claim of professional negligence as soon as possible as there will be time limits after which it will be too late to make a claim.

If you are advised by another lawyer that, in his opinion, your previous lawyer has not acted negligently and that your claim would be unlikely to succeed, you may still feel that the service provided to you was poor. (See "Poor service" above).

You will be advised whether or not your complaint can be dealt with or whether it would be more appropriate for you to seek legal advice.

Theft and dishonesty

If you believe that your lawyer has acted dishonestly you should contact the police and the senior partner of the firm concerned. If the lawyer complained about is the senior partner or is in business on his or her own then you should contact the States of Jersey Police and the President of the Law Society.

Complaints more than 12 months old

In accordance with the provisions of The Law Society of Jersey Law 2005, other than in exceptional circumstances, the Law Society is unable to consider complaints which relate to actions or matters that occurred or were completed more than twelve months previously. In the absence of compelling reasons why an older complaint should still be considered (the decision in respect of which shall be taken by the President of the Law Society), it will be dismissed with no further action taken by the Law Society.

Problems the Law Society cannot help with

The Law Society does not have the power to:-

- give you legal advice;
- comment on any advice given to you by your lawyer or on your complaint against your lawyer;
- comment on the outcome of any court case in which you have been involved;
- order a lawyer to pay compensation or reduce fees.

If your complaint is that you do not feel that you should pay all or any of the fees which the lawyer has charged because of the poor service you have received then you should refer to the section headed “Legal fees and fee complaints” set out below on page 11.

If you want a review of a decision of the Acting Bâtonnier as to whether or not you are granted Legal Aid, you should contact email@legalaid.je for details of how to appeal.

What information should I send with the complaint form?

There are guidance notes with the form explaining how to fill it in and what information is needed for each question. If you are not sure how to fill in any part then please contact the Chief Executive Officer, The Law Society of Jersey, P.O. Box 493, St. Helier, JE4 5SZ or by email on ceo@jerseylawsociety.je

When filling in the form, you should describe your complaint as clearly and concisely as possible and provide the evidence to support your complaint. Please attach copies of any documents that are relevant which may include:

- Court judgments;
- Transcripts of relevant hearings;
- Instructions given to your lawyer;
- Copies of relevant correspondence;
- Advice received from your lawyer.

Please send all the papers in together at the start rather than a little at a time. If you are not sure which documents are relevant, please send a list of the ones you have and you will then be asked to provide copies of the documents which seem to be relevant. Do not send original documents with your complaint unless you are asked to do so.

What happens after I submit my complaint form?

Your complaint will be reviewed by the Chief Executive Officer, appropriately investigated, and then considered by the President of the Law Society.

If you are, for some reason, unable to submit the complaint in writing then the Law Society will ask someone to assist you. The President can also ask you to provide further information so that he can make sure that he understands the main aspects of your complaint. If the President is satisfied that there are sufficient grounds for considering the complaint he will refer the matter to a disciplinary committee. If, having considered the details of the complaint, the President is satisfied that the complaint does not represent misconduct or that it is vexatious, frivolous or trivial, then he may decline to convene a disciplinary committee. You will find more information in section 3 below about the way in which complaints are investigated.

What can I do if the President dismisses my complaint?

If the President dismisses a complaint he must inform the Attorney General. The Attorney General can, if he deems it appropriate, refer the complaint to the Royal Court. For further information as to what happens if he does this see page 9 below.

How long will it take to consider my complaint?

It is impossible to give a definite time scale as each complaint is different and some are more complex than others. However, the aim is to complete each complaint within a period of six months from that date upon which the President feels that the matter to be referred to the disciplinary committee is in order.

If you need to know anything about the procedure for dealing with complaints and it is not explained in this leaflet please contact the Chief Executive Officer at P. O. Box 493, St. Helier, JE4 5SZ or by email on ceo@jerseylawsociety.ie.

Section 2 - Information and guidance for advocates and solicitors who have had a complaint made against them

This guidance aims to answer some of the more common questions that advocates or solicitors have when a complaint is being investigated. The full process for dealing with complaints is explained in Section 3 of this leaflet and in The Law Society of Jersey (Disciplinary Proceedings) Rules 2018.

Why is a complaint against me being investigated?

When a complaint of misconduct is received against an advocate or a solicitor, the complaint is considered by the President, who can decide to dismiss it or to refer it to a disciplinary committee. You will then be told about the complaint and provided with any supporting documentation. You may be asked for comment or a response prior to a formal decision being taken by the President of the Law Society. The disciplinary committee may advise you of the date of a directions hearing, if one is necessary, at which a schedule for filing material will be decided and any other appropriate directions made.

What if I want to provide confidential or privileged information with my response?

You should provide a response that can be sent to the complainant so it should not include confidential or privileged information. However, if there is material that you do not want the complainant to see, you should provide this separately and clearly mark at the top that it is not for disclosure. You should also provide reasons why it should not be disclosed. Depending on the nature of the documents you provide, and the reasons for not disclosing them, the documents may be returned to you. This will mean that the disciplinary committee does not take them into account when considering the complaint.

How should I respond to the complaint?

There is no prescribed format for your response but it would be helpful to include:

- A chronological summary of the main facts and the principal issues related to the case and/or the complaint;
- Your response on each aspect of the complaint;
- Any supporting documents that you think are relevant to the complaint.

Section 3 – The disciplinary process

This section gives information for complainants and lawyers and explains the process in more detail. Full details of the process can be found in The Law Society of Jersey (Disciplinary Proceedings) Rules 2018.

If the President considers that a complaint merits an investigation he must ensure that the complaint is in writing and that there is sufficient information, including documentation, to establish exactly what the complaint is. Each and every allegation of professional misconduct must be set out so that the issues are clear and can properly be addressed and the facts in support of the allegations must be set out with references being made to any relevant documents. The President can either do this himself or appoint a member of the Law Society to do this for him and to present the case on behalf of the Law Society. Once the President is satisfied that the complaint has been properly formatted, he must promptly select a disciplinary committee and send the complaint to the members of the disciplinary committee. The disciplinary committee will be made up of three members, two of whom are independent lay members approved by the States and one of whom is a member of the Law Society. The President will ensure that none of the members of the disciplinary committee has a conflict of interest.

At the hearing the disciplinary committee can hear evidence from the complainant, the practitioner and agreed witnesses. Evidence can also be given by a statement in writing but there are strict rules which must be followed if either the complainant or the practitioner wants to rely on evidence in writing.

The President of the Law Society or a member nominated on his behalf (known as the Case Delegate) will present the complaint which will be conducted in the name of the Law Society (rather than that of the complainant).

The practitioner can have legal representation, at their expense. If the practitioner wishes to be represented at the hearing by someone who is not an advocate or solicitor then he or they must obtain the approval of the disciplinary committee for that person to attend at least seven days **before** the hearing.

Both the lawyer and the person making the complaint have to provide details of the people who will be attending the hearing, including those people who will be called as witnesses (if any) at least seven days before the date of the hearing.

The hearing is held in private and only the complainant, the practitioner and/or their representatives are allowed to attend, other than with the consent of the disciplinary committee. The Attorney General is allowed to make representations. Witnesses are only allowed to attend the hearing when they are giving evidence.

The complainant has the right to be present for the whole of the hearing as does the practitioner but, if either or both parties choose not to attend, then the hearing can continue in their absence.

It is important that all parties realise that the disciplinary committee does not sit as a court and does not follow and therefore is not bound by any rules which relate to courts in Jersey.

What happens after the hearing?

After the hearing, the disciplinary committee will meet on its own to consider what it has heard and make a decision as to whether or not some or all of the allegations against the practitioner have been substantiated. You may be advised of this on the day of the hearing but it is more likely that you will be sent a letter setting out the decision which has been reached.

What can the disciplinary committee do?

The disciplinary committee can:

- dismiss the complaint if it believes that it is unfounded or unproven;
- privately rebuke the practitioner by sending a confidential letter to him;
- publicly reprimand the lawyer by placing a notice in the Jersey Gazette, although a public reprimand will not be made public until the time for an appeal by the lawyer has expired;
- impose a fine of up to £10,000
- impose a fine of up to £10,000 and issue a public reprimand);
- find a complaint proven and refer it to the Attorney General (to refer to the Royal Court) for sentence where it is not satisfied that the penalties available to the disciplinary committee are adequate;
- refer the complaint to the Attorney General without itself making a finding.

However, before deciding on any sanction, the practitioner is entitled to make submissions to the disciplinary committee by way of mitigation. Such submissions may be oral or in writing, as directed by or agreed with the disciplinary committee. Having heard the practitioner the disciplinary committee will make its decision. Although the sanction might be announced after hearing the mitigation, it is more likely that the decision will be set out in writing.

The disciplinary committee does not have the power to award any compensation, financial or otherwise, to the person making the complaint.

The President of the Law Society, the Attorney General, the practitioner have the right of appeal against the decision of the disciplinary committee to the Royal Court. An appeal must be lodged within one month of the date upon which the decision of the disciplinary committee is issued.

What can the Royal Court do if there is an appeal?

The Royal Court can:

- Confirm the decision of the disciplinary committee;
- Reverse a decision;
- Impose a greater sanction as set out in the following paragraph if it feels that the sanction imposed by the disciplinary committee was inadequate;
- Make any order it deems fit with regards to costs.

What happens if the Attorney General refers a complaint to the Royal Court?

The Attorney General can refer to the Royal Court:

- A complaint which the President has refused to refer to a disciplinary committee; or
- A complaint which has been referred to him by a disciplinary committee.

The Royal Court holds a hearing at which the Attorney General presents the complaint. Both the Attorney General and the practitioner have the opportunity to call evidence and cross-examine witnesses.

The Royal Court can dismiss the complaint if it is satisfied that it has not been proved and that there has been no professional misconduct on the part of the lawyer.

If however, the Court finds that complaint is proved and that there has been professional misconduct then it can do one or more of the following to the lawyer:

- Privately rebuke him/her;
- Publicly reprimand him/her;
- Impose an unlimited fine;
- Suspend him/her from practicing as an advocate or solicitor for a specified period not to exceed twelve months;
- Order that his/her name be removed from the roll of advocates or solicitors as the case may be.

The practitioner and the Attorney General shall have the right to appeal to the Court of Appeal against a decision made by the Royal Court but the complainant does not have this right.

Complaints against Legal Services Bodies

These Guidance Notes do not deal with complaints against Legal Services Bodies.

However, it should be noted that the same process (as detailed in this guidance) applies in relation to complaints against advocates and solicitors or Legal Services Bodies. The sanctions available to a disciplinary committee and the Royal Court in relation to a proven complaint apply equally to Legal Services Bodies.

Section 4 – Legal fees and fee complaints

Lawyers' charges can vary as they are based on a number of factors such as the type of work carried out, the level of expertise of the lawyer and members of his staff involved, the urgency with which the job has to be done and the overheads of the firm, to name but a few. The engagement letter mentioned above should also set out details of the hourly rate which you will be charged for the work being carried out or a "flat fee" depending on the nature of the work being carried out for you. You are entitled to ask for an estimate of the likely costs which might be involved or ask your lawyer to advise you when the costs incurred reach a specified figure so that you can decide whether or not it is feasible to continue with the matter.

If you wish to proceed with a complaint about fees then you should complete a Fee Complaint Form and send it to the Law Society. You will find the appropriate form at the end of this leaflet together with the address to which the form should be sent. The form can also be downloaded from the website. You should provide as much detail as possible on the form.

If your complaint relates to fees where the amount in dispute is less than £5,000 the Law Society will endeavour to mediate between you and the lawyer concerned to try and resolve the dispute.

If the amount in dispute is for more than £5,000, the dispute will be referred to an independent lawyer who will look at the complaint, look at the lawyer's file and decide if the fees charged are reasonable for the work which was carried out. You should be aware that this adjudication is only possible if both you and the lawyer agree to be bound by the decision that the adjudicator reaches. Both parties will therefore be asked to confirm this agreement in writing before any adjudication takes place.

Unfortunately, if mediation is not effective for sums in dispute under £5,000 or if either party does not agree to be bound by an adjudication for sums over £5,000 the Law Society will not be able to deal with the complaint and, in such circumstances, Court proceedings are likely to be the only way for one party to recover any sums claimed to be due from the other.

Additional information:

The Law Society of Jersey Law 2005, Articles 18 to 32
The Law Society of Jersey (Disciplinary Proceedings) Rules 2018
The Law Society of Jersey Code of Conduct.

Copies of these documents can be found on the Law Society's website www.jerseylawsociety.je

Contacts

All correspondence should be sent to:

Chief Executive Officer
The Law Society of Jersey
P.O. Box 493
St. Helier
JE4 5SZ
Email address: ceo@jerseylawsociety.je

Guidance on filling in the complaint form

If you have any questions about the complaints process, please contact the Chief Executive Officer at The Law Society of Jersey, P.O. Box 493, St. Helier, JE4 5SZ or on ceo@jerseylawsociety.je.

Please read the information leaflet **“Complaints against members of The Law Society of Jersey”** before filling in the complaint form. Also, please read the whole form before you begin filling it in.

Please fill in the form in **dark ink** and in clear writing, or you can download it from our website (www.jerseylawsociety.je) and type your answers into the form. If you need more space to answer any of the questions, please continue on extra sheets of paper.

Please answer all of the questions to enable the Law Society to have a full picture relating to your complaint.

If you are complaining on behalf of someone else, you must get that person to sign the declaration on the form or, if that person is not able to sign the form (for example, if they are in prison or abroad), you must get a letter of authorisation from that person similar to the declaration on the form and attach the letter to the completed form.

Please tell us as soon as possible if any of your contact information changes while we are considering or investigating your complaint.

It is important that you describe the background of the complaint as clearly and concisely as you can, by explaining what happened. Please try to list your individual complaints about what the lawyer did or did not do as clearly as you can. This will help us understand your complaint.

Please tell us what you would like to happen to put things right. You should be aware that the disciplinary committee is not able to overturn the decision of a court or order a retrial. It is only able to provide the 'remedies' listed in the leaflet **“Complaints against members of The Law Society of Jersey”**.

If your complaint is about a lawyer's work in a court case, we need as much information as possible about the name of the court case, the court name, the date(s) of the relevant hearings, and the court reference number (if you know it). Please also give a brief description of what the case was about (for example, who brought the case against whom and why).

We also need to know if the court case is still continuing, whether the lawyer is still instructed, and the details of any appeal. If you are appealing the decision, we will usually delay considering your complaint until the appeal has ended. It is therefore important that you give as much information as possible about the stage the appeal is at.

We need to know when the actions or behaviour that you are complaining about took place. If you are complaining about a lawyer's actions at a court hearing, please provide the date(s) as accurately as you can.

If the actions or behaviour were more than twelve months ago, we need to know why there has been a delay in making your complaint. Under the Law Society of Jersey Law 2005, all complaints must be brought within a period of twelve months. Complaints submitted after this time will be dismissed unless there are exceptional circumstances which warrant later consideration of your complaint.

You should first complain direct to the lawyer's firm. If you do not, we may refer your complaint to the firm to be investigated internally first. If there is a particular reason why you think we should not do this, please say why and we will consider your reasons.

When you have completed the complaint form, please read, sign and date the declaration. Please take a copy of the complaint form for your own records. Please send the form, with any documents which support your complaint, to the Chief Executive Officer at The Law Society of Jersey, P O Box 493, St Helier, Jersey JE4 5SZ or email to ceo@jerseylawsociety.je.

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)	<input type="checkbox"/> Client <input type="checkbox"/> Former client <input type="checkbox"/> Acting for other party (please detail) _____ <input type="checkbox"/> Other (please specify)
Type of work carried out (Please tick as applicable)	<input type="checkbox"/> Family / Matrimonial / Divorce <input type="checkbox"/> Property <input type="checkbox"/> Criminal / Police Matters <input type="checkbox"/> Civil court proceedings <input type="checkbox"/> Estate / Wills / Probate <input type="checkbox"/> Business / Commercial / Trust <input type="checkbox"/> Personal Injury <input type="checkbox"/> 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	

<p>If yes, please state that person's name and address:</p>	
<p>Is this person aware that you are making this complaint on their behalf?</p>	
<p>When did you instruct the lawyer (approximate date):</p>	
<p>Date work completed (or state if matter is still ongoing)</p>	
<p>Have you complained to the lawyer (or their firm) in relation to this matter?</p>	
<p>When did you complain?</p>	
<p>What was the outcome of that complaint?</p>	
<p>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.</p>	
<p>Have you complained previously about this matter to the Law Society or anyone else (other than to the firm themselves)?</p>	
<p>If so, when did this happen and what was the outcome?</p>	
<p>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?)</p>	
<p>If it was more than 12 months ago, please explain why there has been a delay in sending in the complaint</p> <p>It should be noted that, other than in exceptional circumstances, complaints relating to matters over 12 months' old cannot be considered (as detailed within the Law Society of Jersey Law 2005).</p>	

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.

In accordance with the Law Society of Jersey Law 2005, the Law Society is unable to consider, other than in exceptional circumstances, complaints which relate to matters or actions which were concluded more than 12 months before the submission of a complaint.

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
JE4 5SZ

Tel: 01534 613920
email: ceo@jerseylawsociety.je

Request for fee adjudication form

THE LAW SOCIETY OF JERSEY

Notes for guidance

You should provide as much information as possible with regard to the fees charged by your lawyer, including copies of the fee notes, receipts, breakdowns of the fee notes and any engagement letter which details the charge out rate agreed.

If the amount in dispute is less than £5,000, the Secretary of the Law Society will mediate between you and the lawyer concerned to try and resolve the dispute.

If the amount in dispute is for more than £5,000 the dispute will be referred to an independent lawyer to adjudicate and decide if the fees charged are reasonable. The adjudication is only possible if both you and the lawyer agree to be bound by it. Both parties will therefore be asked to confirm this agreement before any adjudication takes place.

If mediation is not effective for sums in dispute under £5,000 or if either party does not agree to be bound by an adjudication for sums over £5,000, the Law Society will not be able to deal with the complaint and, in such circumstances, Court proceedings are likely to be the only way for one party to recover any sums claimed to be due from the other.

Name of Complainant(s):	
Address:	
Telephone number:	
Email address:	
Lawyer's name:	
Lawyer's firm:	
Your relationship with the lawyer:	Client <input type="checkbox"/> Former client <input type="checkbox"/> Other (please specify)
Type of work carried out:	
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
Did your lawyer give you an estimate of fees and/or agree an hourly charge out rate with you?	

Please confirm the total amount charged and enclose copies of bills and all correspondence relating thereto including any agreement re fees.	
Have you paid any fees at all and if so how much?	

Declaration

I/we request The Law Society of Jersey to adjudicate on the fees which I have been charged by my lawyer, details of which have been provided above. I/we authorise the Law Society of Jersey to disclose the details of this request 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 adjudication request 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.

I/we understand that by signing this request for an adjudication that I am agreeing to be bound by the decision of the mediator or the adjudicator as the case may be.

You must complete and sign this section before your complaint will be considered.

Signed (Complainant): _____

Signed (Complainant): _____

Date: _____

Complaints should be sent to:

**Chief Executive Officer
The Law Society of Jersey
P.O. Box 493
St Helier
Jersey
JE4 5SZ**

**Tel: 01534 613920
email:ceo@jerseylawsociety.je**