



Calgary Office (Main)  
 500, 919 - 11th Avenue S.W., Calgary, Alberta T2R 1P3  
 Phone: (403) 229-4700 • Toll Free: 1-800-661-9003 • Fax: (403) 228-1728

**Law Society of Alberta**

SERVING  
 THE PUBLIC  
 INTEREST

Edmonton Office  
 800 Bell Tower, 10104 - 103 Avenue, Edmonton, Alberta T5J 0H8  
 Phone: (780) 429-3343 • Toll Free: 1-800-272-8839 • Fax: (780) 424-1620

www.lawsociety.ab.ca

## Lawyer Complaint Form

Law Society File No.: \_\_\_\_\_

The Law Society of Alberta only has jurisdiction over Alberta lawyers. If your complaint is regarding a lawyer in another province or territory, please contact the appropriate law society.

The Law Society of Alberta complaints process is disciplinary only and will not result in compensation. Please refer to the Law Society of Alberta website for information pertaining to potential claims for any financial loss. These potential claims must be submitted to the Alberta Lawyers Insurance Association.

Complaints about the reasonableness of a fee agreement or the reasonableness of a lawyer's charges should be directed to the Review Office at the Court of Queen's Bench of Alberta. Contact the courthouse nearest to the lawyer's office or refer to the following link: <http://www.albertacourts.ab.ca/cs/reviewoffice/ReviewofLawyer.pdf>

Answer as much of this form as you can. Date, sign and return it either by mail, courier, fax or drop off to one of the Law Society of Alberta offices listed at the bottom of this form.

Please be aware that a copy of this form and enclosures, if any, may be sent to the lawyer you are making the complaint about.

### 1. INFORMATION ABOUT YOU (please print or type)

Are you an Alberta Lawyer? Yes  No

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ Prov/Terr: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Number: \_\_\_\_\_ Work Number: \_\_\_\_\_

Cellular Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

If your business or company is involved:

Company Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ Prov/Terr: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Contact: \_\_\_\_\_

Position/Title: \_\_\_\_\_

**2. INFORMATION ABOUT THE LAWYER YOU ARE COMPLAINING ABOUT**

**Note: A separate form must be completed for EACH lawyer you are making a complaint about.**

Name: \_\_\_\_\_

Firm/Company: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: Alberta Postal Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**3. COMPLAINANT AND LAWYER RELATIONSHIP**

(a) **What is your relationship to the lawyer you are complaining about?**

|                 |                                |
|-----------------|--------------------------------|
| Client          | Former Client                  |
| Opposing Party  | Employed by Lawyer             |
| Opposing Lawyer | Other ( <i>specify</i> ) _____ |

(b) **If complaining about your own lawyer:**

When did you hire the lawyer? \_\_\_\_\_

Has the lawyer quit or been fired? Yes No

What was the lawyer hired to do?

Is the matter completed? Yes No

(c) **If complaining about someone else's lawyer:**

Who does the lawyer act for? \_\_\_\_\_

What is your involvement? \_\_\_\_\_

(d) **Are you represented by a lawyer?** Yes No

If you are currently or were previously represented by a lawyer, provide the following information:

Current Lawyer Former Lawyer

Name: \_\_\_\_\_

Firm/Company: \_\_\_\_\_

Street Address: \_\_\_\_\_

City \_\_\_\_\_ Prov/Terr: Alberta Postal Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_



(e) **What area of law does your complaint involve? Check all that apply.**

- |             |                  |                                 |
|-------------|------------------|---------------------------------|
| Real Estate | Civil Litigation | Administrative/Boards/Tribunals |
| Corporate   | Family           | Personal Injury                 |
| Immigration | Wills/Estate     | Other ( <i>specify</i> ) _____  |
| Aboriginal  | Criminal         |                                 |
| Employment  | Commercial       |                                 |

(f) **If you are complaining about an estate matter:**

- |  |       |    |
|--|-------|----|
| Are you the estate's executor or administrator?      | Yes   | No |
| If not, who is the estate executor or administrator? | _____ |    |
| Are you a beneficiary?                               | Yes   | No |

**4. INFORMATION ABOUT YOUR COMPLAINT**

- (a) Describe your complaint in your own words. If necessary, use a separate sheet of paper and attach to this form.



(b) List the enclosures you are providing to our office.

**Please do not enclose originals, copies only.**

(c) What would you like to see happen as a result of your complaint?

(d) If your complaint is about an opposing lawyer, have you discussed your complaint with your own lawyer?

Yes                      No                      Unrepresented

**5. ACKNOWLEDGMENT, CONSENT AND SIGNATURE**

The Law Society of Alberta requires your consent to discuss your complaint with your lawyer or former lawyer so that we may gather all the information necessary to deal with your complaint. If you do not consent, we may not be able to proceed with your complaint. Do we have your consent to discuss your complaint with your lawyer or former lawyer? Yes                      No

I acknowledge that by giving my consent, I am waiving any solicitor-client privilege related to my complaint and its background, and that my lawyer or former lawyer is authorized to fully discuss these matters with the Law Society of Alberta.

The Personal information collected in this questionnaire will be used by the Law Society of Alberta for one or more purposes contemplated by the *Legal Profession Act*, the Rules of the Law Society of Alberta, the Code of Conduct, or a resolution of the benchers and will be accessible to all departments of the Law Society of Alberta, including the Alberta Lawyers Insurance Association. The information may be used or disclosed by the Law Society of Alberta, now or in the future, for regulatory purposes, including Law Society of Alberta investigations and proceedings. The Law Society of Alberta may contact you to obtain additional information or to obtain clarification on the information you have provided.

If you have any questions about the collection, use or disclosure of this information, please contact the Law Society of Alberta Information/Privacy Officer at 1-800-661-9003.

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

**After signing the printed document, return the completed form to one of the following Law Society of Alberta offices:**

Calgary Office  
 The Law Society of Alberta  
 500, 919 - 11 Avenue SW  
 Calgary, Alberta T2R 1P3  
 Attention: Complaints Intake Officer  
 Phone: (403) 229-4700  
 Toll Free: 1-800-661-9003  
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 The Law Society of Alberta  
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