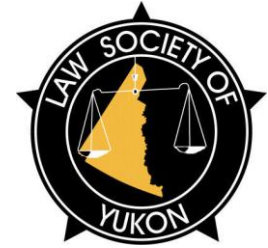


# LAW SOCIETY OF YUKON



## Complaint about My Lawyer

The Law Society of Yukon is responsible for investigating your complaint about your lawyer. In order to investigate your complaint, the Law Society must discuss it with your lawyer to get information and documents. Your lawyer is not allowed to discuss your legal matters with anyone without your consent. This is known as 'solicitor/client privilege'.

In order for the Law Society to investigate your complaint, we need your agreement to talk to your lawyer about the legal matters related to your complaint. This is also called 'waiving' solicitor/client privilege, meaning you agree 'privilege' will not prevent your lawyer from providing the Law Society with information about matters related to your complaint.

***I consent to the Law Society investigating this complaint. I understand that by giving this consent I waive my solicitor/client privilege for all matters related to this complaint.***

Yes       No \_\_\_\_\_  
signature date

### 1. INFORMATION – About you

Your name: \_\_\_\_\_

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

\_\_\_\_\_ Postal Code: \_\_\_\_\_

Contact: Telephone - Home: \_\_\_\_\_ Work: \_\_\_\_\_

Cell: \_\_\_\_\_ E-mail: \_\_\_\_\_

What is the best way for the Law Society to contact you?     home     work     cell     e-mail

### 2. INFORMATION – About the lawyer in your complaint

Lawyer's Name: \_\_\_\_\_

**PLEASE NOTE:** *The Law Society cannot review or change a lawyer's fees or billings. If you have a complaint about your lawyer's bill, contact the Clerk of the Yukon Supreme Court. The Clerk is at the Court Registry, Law Courts Building at 2130 – 2<sup>nd</sup> Avenue, Whitehorse or phone 867-667-5441.*

### 3. WHAT IS YOUR COMPLAINT ABOUT?

What kind of legal work is or was involved? (check all that apply)

- real estate
  - wills and estates
  - labour/employment
  - corporate/commercial
  - criminal
  - collections/debtor/creditor
  - civil litigation
  - personal injury
  - family/child protection/custody and access/divorce
  - other [please specify] \_\_\_\_\_
- 

Below are four subject areas of complaints 1) **service issues** 2) **integrity** 3) **conflict of interest** 4) **financial**. If your complaint is not about any of these matters, please describe your complaint in the space marked “Other”. **Please mark only the subjects that apply to your complaint.**

- Service issues** (for each box that you check, you MUST provide an example of what has taken place) - such as
  - Breach of confidentiality
  - Failure to communicate
  - Failure to follow client instructions
  - Failure to provide client report or bill
  - Failure to serve client (delay/inactivity)
  - Withdrawal of service/abandonment
  - Failure to release file/records
  - Inadequate representation
  
- Integrity issues** (for each box that you check, you MUST provide an example of what has taken place) such as:
  - Breach of orders, undertaking or escrow
  - Civility/rudeness/intimidation/abuse of power
  - Behaving dishonourably
  - Direct communications with represented parties
  - Misleading (misleading a client, the Court, or others.)
  
- Financial issues** (for each box that you check, you MUST provide an example of what has taken place) such as:
  - Mishandling of trust accounts (improperly withholding trust funds, improperly disbursing trust funds)
  - Misappropriation (theft of trust funds or other client property)
  - Estate/Power of Attorney (failing to provide information to beneficiaries/communicate with beneficiaries)

- Conflict of interest issues** – (for each box that you check, you **MUST** provide an example of what has taken place) such as:
- Lawyer who represented you acted against you
  - Business/financial relations with client

**Other** (please specify) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**DETAILS OF YOUR COMPLAINT**

Be factual. Give a detailed description of what has taken place and on what dates. If you like, use point form. Use a separate sheet of paper if you need more space. **Provide copies of documents that relate to your complaint.**

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4. Have you tried to resolve the problem with your lawyer?  Yes  No  
If yes, what have you done?

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**By signing this form, you:**

- acknowledge that you are aware that a copy of this form and any attachments to it may be sent to the lawyer named in your complaint so that she/he may respond in a proper manner when asked to do so; and
- permit the Law Society to discuss your complaint with the lawyer named in your complaint to gather all information necessary to deal with your complaint.

Date: \_\_\_\_\_ 20\_\_\_\_\_

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

Send this form to: Law Society of Yukon  
#304 - 104 Elliott Street  
Whitehorse, Yukon Y1A 0M2  
Tel: 867-668-4231  
Fax: 867-667-7556  
E-mail: [info@lawsocietyyukon.com](mailto:info@lawsocietyyukon.com)  
Web site: [www.lawsocietyyukon.com](http://www.lawsocietyyukon.com)