



Are you disputing legal fees in addition to making a complaint? Yes No

- If "Yes", we cannot reduce or refund legal fees through the complaint process.
- To pursue a refund or reduction of fees, refer to Lawyer Fee Disputes on our website for your options. (www.lawsociety.mb.ca/for-the-public/other-resolutions/lawyer-fee-disputes OR call 204-926-2048)

YOUR INFORMATION

Prefix Mr. Ms. Mx. Dr.

Name

Address

Preferred phone number(s)

Preferred email

WHO ARE YOU COMPLAINING ABOUT?

Name of the lawyer

Firm/company

1. What is your relationship to the lawyer?

Client	Former client
Opposing party	Opposing lawyer
Other	

2. Complaint about your current/former lawyer

(Skip to Question 3 if not your lawyer) N/A

When did you hire the lawyer?

What was the lawyer hired to do?

Is your matter finished? Yes No

If the lawyer is no longer representing you,
when and how did this occur?

Your new lawyer's name, if you have one.

3. Complaint about someone else's lawyer

(Skip if you completed Question 2) N/A

Who does the lawyer act for?

What is your involvement?

Is the matter finished? Yes No

Your lawyer's name, if you have one.

4. What area of law is involved?

Real Estate	Civil Litigation
Corporate/Commercial	Family
Immigration	Wills/Estates
Other - indicate below	Criminal

If there is a court proceeding, what is the
court file number?

Where and when is the next hearing?

5. Wills/estate matters

N/A

What is the name of the deceased?

Are you a beneficiary?

Yes

No

Are you an executor or administrator?

Yes

No

If "No", who is/are the executor(s) or administrator(s)?

6. What are your main concerns?

For each checked box, you **must** provide details of what has taken place in your written complaint.

Delay/inactivity

Failure to communicate

Failure to follow instructions

Failure to respond

Missed court appearance

Rudeness and/or threats

Improper withdrawal of services

Refusal to provide bill

Failure to release file and/or funds

Funds not accounted for

Poor or bad legal advice/representation

Mistakes causing you to lose money

Broken promises/breach of undertaking

Conflict of interest

Other - Indicate below

Fees

7. Please provide full details of your concerns in the box on page 4.

8. If you have tried to discuss your concerns with the lawyer, please provide details.

9. What do you hope to achieve by submitting a complaint?

The following is a detailed explanation of my complaint.

Please only use single-sided pages. I have added more pages:

Yes

No

10. The documents listed below are attached in support of the complaint.

(Do not send originals. Provide relevant documents, only.)

- *Once we have completed our initial evaluation of your complaint, we will decide whether or not to conduct an investigation.*
- *As part of our evaluation and/or investigation, the Law Society may contact your current and/or former counsel and other third parties as we determine appropriate.*
- *Whether we conduct an investigation or not, copies of all complaint materials will be sent to the lawyer about whom you are complaining.*

Date

Signature

If you intend to file a complaint about more than one lawyer, please submit a separate Complaint Help Form for each lawyer you intend to complain about including only the concerns about that particular lawyer.

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How to submit your SIGNED form:

Mail:

The Law Society of Manitoba
Complaints Resolution Department
200 - 260 St. Mary Avenue
Winnipeg, MB R3C 0M6

Scan and send:

complaints@lawsociety.mb.ca

Fax:

204-956-0624

Attention: Complaints Resolution

Questions about this form? Contact:

Complaints Resolution Department
204-942-5571
complaints@lawsociety.mb.ca

Questions about disputing legal fees? Contact:

Debbie Rossol
Fee Arbitration Coordinator
204-926-2048
drossol@lawsociety.mb.ca