



**The Law Society  
of Manitoba**

# WHO IS THE LAW SOCIETY?

The Law Society of Manitoba protects the public by making sure lawyers meet high standards. We educate lawyers, set rules for how they do their work, and enforce these rules to ensure you receive quality legal services.

## CONCERNS ABOUT YOUR LAWYER? Here Are THREE Ways We Can Support You



*I'm not hearing back from my lawyer*

### INFORMAL RESOLUTION

If a lawyer is not responding to you or keeping you updated about your case, the Law Society can help resolve the issue informally.



*How do I make a complaint?*

### COMPLAINT PROCESS

If we can not solve your concerns informally, you can make a written complaint with the Law Society. Visit our website to learn more about the complaint process.



*I have concerns about my lawyer's fees*

### FEE DISPUTE RESOLUTION

The Law Society offers a voluntary program where an arbitrator reviews your legal fees to decide if they are fair and reasonable.

## NEED LEGAL HELP?

**204-943-2382  
1-800-262-8800**

The Law Society supports the Community Legal Education Association's **Law Phone-In & Lawyer Referral Program**, a free community service providing Manitobans:

- General legal information and advice over the phone.
- Referrals to appropriate law-related services.

# KNOW YOUR RIGHTS

## What To Expect From Your Lawyer

### FAIR & REASONABLE FEES

Your lawyer needs to tell you how and what they are going to charge you for legal services. Your lawyer must tell you if they believe you qualify for Legal Aid.

### SETTLEMENT

Your lawyer must advise and encourage you to settle or reach a compromise when it's reasonable to do so. They must also discourage you from starting or continuing useless legal actions.

### LANGUAGE RIGHTS

Your lawyer needs to inform you of your right to be represented in French or English and not accept the case unless they can competently do so.

### HONESTY & CANDOUR

Your lawyer must inform you of all information that may affect your interests.

### QUALITY OF SERVICE

Your lawyer must provide good service.

### CONFIDENTIALITY

Your lawyer must keep confidential all information about your business and affairs.

### COMPETENCY

Your lawyer must be competent to handle your legal matter.

### ADVICE & INSTRUCTIONS

Your lawyer must give you clear, informed; independent advice and get your directions.

### SAFEGUARDING OF PROPERTY

Your lawyer must care for your property including your money in a careful manner.

### WITHDRAWAL OF SERVICES

Your lawyer can only stop representing you if they have a valid reason and give you enough notice.

### CONFLICTS OF INTEREST

Your lawyer cannot represent you if there is a conflict of interest.

### LEARN MORE!

