

# How Does The Complaints Process Work?

You can submit a complaint using our online form or by mail.  
If you need assistance with submitting a complaint, please contact us  
at [professionalconduct@lsbc.org](mailto:professionalconduct@lsbc.org).



## What happens when I submit a complaint?

If you identify as an Indigenous person (First Nations, Métis, or Inuit) and would like support navigating the process, contact our Indigenous Navigator at [IndigenousNavigator@lsbc.org](mailto:IndigenousNavigator@lsbc.org)

## We will ask for information including:

- Your contact information
- The name of the lawyer you are complaining about
- Details of your concerns about the lawyer
- Documents related to the lawyer's conduct

## The complaint will proceed in one of two ways

### 1 The Complaint Is Closed

The complaint may be closed at this stage for these reasons:

- ▶ We requested more information from you and did not receive a response or enough information.
- ▶ It is outside the Law Society's jurisdiction.
- ▶ The conduct is not a discipline violation.



### 2 Investigation

If the complaint is not closed, we will start an investigation. Your complaint will be assigned to an investigator who will keep you informed about the status and the outcome.

The investigator may ask you for more information and documents. They will also ask the lawyer to give a response and may review the lawyer's files and records, such as accounting records. They may also interview witnesses.



## Possible outcomes after the investigation



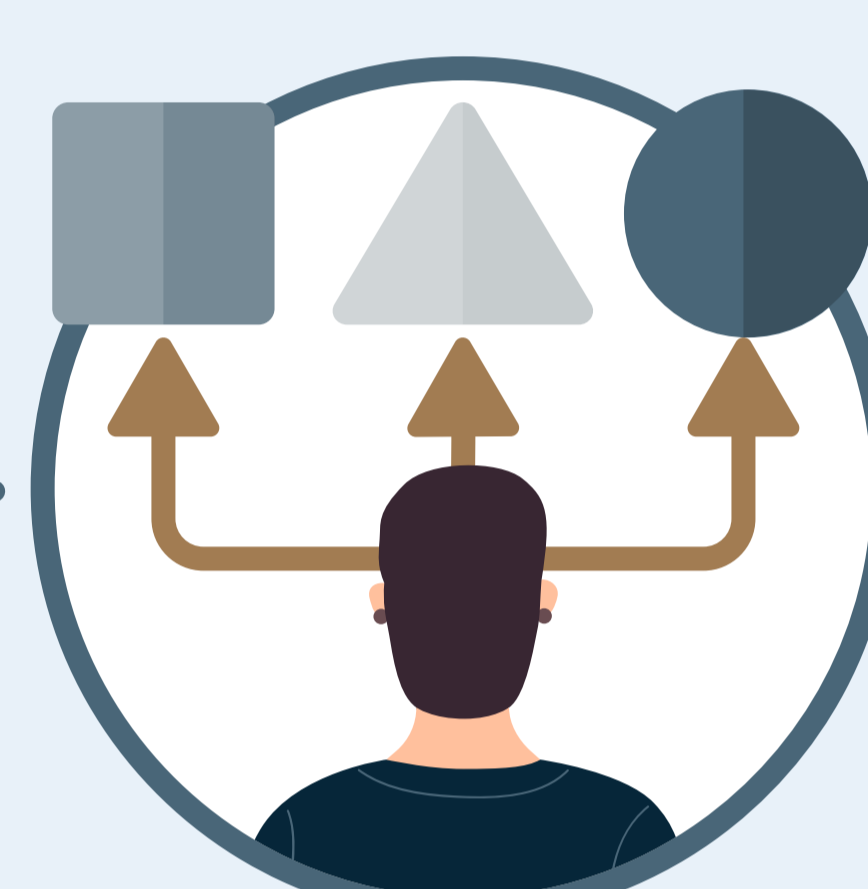
### Complaint closed with no further action:

If the concerns are resolved, the conduct cannot be proven, or it does not fit the criteria for further action.



### Referral for remedial measures:

If the complaint raises competence issues, the lawyer may be referred to the Practice Standards Committee for remedial measures, such as educational programs and practice restrictions.



### Referral to Alternative Discipline Process:

If there is a health issue, this process gives lawyers the opportunity to get help and bring their practice up to standards.



### Consent Agreement:

If the lawyer is prepared to admit to the discipline violations, the Law Society and the lawyer may enter into a consent agreement that will include a disciplinary measure, such as a suspension or a fine. The agreement will be made public.



### Referral to the Discipline Committee:

If we determine that disciplinary action is necessary and a consent agreement is not being pursued, the complaint may be referred to the Discipline Committee.

## Discipline Committee decision

The committee will review the case and may decide to do any of the following:



### Take no further action:

If the committee is satisfied that the lawyer's conduct does not require further action.

### Conduct letter:

The committee chair will send the lawyer a letter with the committee's concerns and caution them about their professional obligations; a copy or summary of the letter will be sent to you.



### Conduct meeting:

The lawyer must attend a meeting with the committee to discuss concerns about their conduct.

### Conduct review:

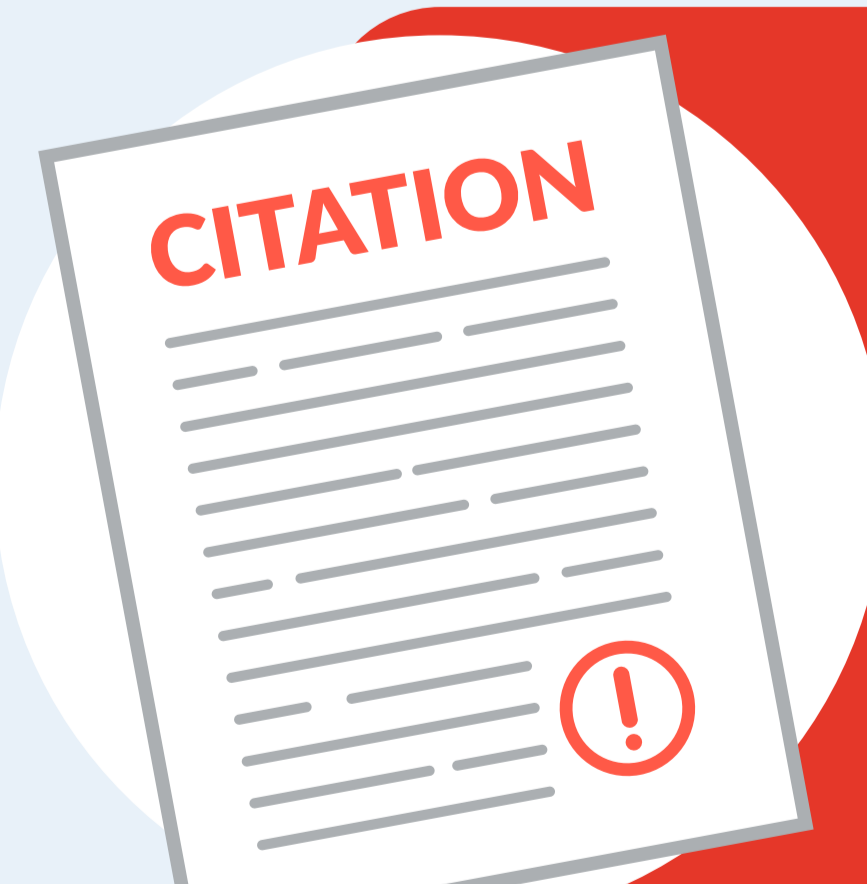
The lawyer must attend a formal meeting with a conduct review subcommittee to discuss their conduct; you will be invited to attend part of the meeting. The review becomes part of the lawyer's professional conduct record.



### CITATION

### Citation:

The committee can order a citation that sets out the Law Society's allegations about the lawyer's conduct. A tribunal panel will hold a public hearing to hear evidence and decide whether the allegations are proven and if so, what the disciplinary action will be.



## Hearing

At the public hearing, the Law Society and the lawyer present their cases before a panel. See the LSBC Tribunal [website](#) for a hearing process [overview](#) and [instructions and guides](#).

The panel will determine whether the lawyer has committed a discipline violation. If so, the panel will consider and impose a discipline outcome against the lawyer, which could include a fine, suspension or disbarment.