

## What to do if you have concerns about your solicitor

If you have a concern or query about your solicitor, there is a recommended process you should follow.

Common queries about solicitors' services include those around charges, quality of service and how legal services are conducted.

Firstly, you should discuss your inquiry or concern with the firm you have been dealing with. Most often, issues can be resolved at this initial step.

If this proves unsatisfactory, as a second step you can contact the Legal Services Commission (LSC) for assistance. The LSC is responsible for the receipt, assessment and investigation of complaints regarding legal practitioners.

The LSC cannot give legal advice but can assist you to understand the issues involved and, if there is a dispute, can talk to the solicitor to determine whether it is possible to resolve the dispute. Many problems can be settled quickly by telephone or correspondence with help from the LSC.

If this is unsuccessful, the third step involves lodging a formal complaint with the LSC, including documentation relevant to the dispute.

At this stage, the LSC may request Queensland Law Society to conduct an investigation. This would result in the Society presenting a report with recommendations regarding any required action. The LSC then decides on the action it will take in relation to the matter.

For further information, please contact:

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### Queensland Law Society

1300 FOR QLS (1300 367 757)  
info@qls.com.au

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### Legal Services Commission

1300 655 754  
lsc@lsc.qld.gov.au