

How we handle disputes

Enquiry



- We will help you with your enquiry or provide advice about self resolution.
- If the matter remains unresolved you can lodge a formal complaint. The complaint form is available on our website:

https://lsbc.vic.gov.au/?page_id=3077

Complaint Received



- Your complaint may be either a consumer or a disciplinary complaint. Some complaints may be both. We usually deal with the consumer complaint first.
- We may need more information from you. If the complaint is about costs, we need copies of your bills.
- You will be asked to explain to us the outcome you would like.

Informal Resolution



- We will try to help you resolve your complaint.
- We will need proof of your loss if seeking compensation.
- You are expected to negotiate fairly with the intention of resolving the complaint.

Assessment



- If the matter is not resolved, the complaint may be investigated.
- The complaint may be closed if no further action is required.
- In some cases you may be referred to VCAT or the Costs Court.

Investigation



- We may decide to investigate the issues you have raised.
- We may ask for additional information from you and from the lawyer.
- We may conduct a costs review of the lawyer's file to assess fair and reasonable costs.

Decision



- In some cases, we will make a legally binding decision about how much a lawyer can charge for their work. This is called a Determination.
- If a Determination is made, we will explain this process to you.
- The complaint may be closed if no further action is required.