

Making a **complaint** about a legal aid provider

Please use this form if you want to make a complaint about a legal aid provider who is/has provided legal services to you or someone you know. You don't have to use this form. You can send us a complaint by post, email or fax, or by calling the complaints officer on 04 495 6574.

Before making a complaint, we encourage you to try to resolve any issues by talking to the legal aid provider directly, unless it is inappropriate to do this.

You may complete this form online or print and complete. If there is not enough room on this form, please attach pages.

- 1. If you complete the form online, please email to legalaidcomplaints@justice.govt.nz*
- 2. If you print and complete the form, please send to*
Legal Aid Complaints
Provider and Community Services
Legal Aid
Ministry of Justice
Level 6, The Vogel Centre, 19 Aitken Street, Wellington 6011
(or SX10125, Wellington)
Fax 04 495 5912

PART 1

Your details

Title Mr Mrs Ms Miss Dr Other _____

Given name _____

Family name _____

Your role as complainant legal aid client friend or relative (of legal aid client)
 court staff lawyer judge
 other _____

Your contact details

Phone number _____

Email _____

Postal address _____

What is the best way to contact you? phone email post

PART 2

Your complaint

Who is the legal aid provider you are complaining about?

Name _____

Firm (if applicable) _____

Please give us details of the complaint

Examples of complaints:

- involving you in unreasonable delays
- not keeping you informed about the work they are doing for you
- asking you for fees when you have a legal aid grant.

Please provide detailed information including:

- the events that have led to your complaint
- what the legal aid provider did or did not do
- the date(s) of the conduct you are complaining about.

 Please attach copies of any supporting documents.

Tell us what resolution would you like

Examples of preferred outcomes:

- a different legal aid provider
- reconsideration of your grant of legal aid
- admission of fault or an apology from the provider
- improved communication from the provider.

PART 3

Confirmation

Agreement statement

- I agree that the information I have provided with this complaint is true and correct to the best of my knowledge.
- I would like the Ministry to look into my complaint and, if appropriate, refer conduct issues to the New Zealand Law Society.

Disclosure statement

If you do not agree to the Ministry or legal aid provider disclosing information about the complaint, we may not be able to investigate your complaint.

- I understand that you will send a copy of my complaint to the legal aid provider for their comments.
- I have waived lawyer-client privilege so the Ministry can investigate my complaint.

If you are making this complaint on behalf of a legal aid client.

- I understand that by signing this form I consent to the Ministry disclosing the complaint to the legal aid provider who is the subject of this complaint.

Signature

Date

D	D	/	M	M	/	Y	Y	Y	Y
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PART 4

Sending in your complaint

Before sending in this form check

- Filled in parts 1-3
- Attached any extra pages used when there wasn't enough room on this form
- Attached any documents that support the complaint

When you have completed this form please send to:

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Ministry of Justice
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