

Legal Aid BC is committed to providing high quality legal services, and meeting the highest standards of integrity, accountability and public responsibility across its operations. We take all complaints seriously and will examine each complaint carefully.

Use this form if you wish to bring forward any concern about a legal aid matter including concerns about the conduct of a legal aid lawyer, an employee or contractor with LABC. Completed forms can be printed and sent by mail to:

Audit and Investigation
Legal Aid BC
400-510 Burrard St
Vancouver, BC, V6C 3A8

You may also submit your complaint using an online form at <https://legalaid.bc.ca/contact/complaints>

Once your complaint is received, a member of our team will acknowledge receipt and may follow up with any further questions.

Your personal information is collected pursuant to the *Freedom of Information and Protection of Privacy Act* and will be used to investigate and respond to concerns and to evaluate and plan our activities. To read more about how LABC collects uses and shares personal information you may refer to our privacy policy at legalaid.bc.ca/privacy or by email at privacy@legalaid.bc.ca

Contact Information

Please tell us about yourself and how we can contact you

Your name **Email address** **Telephone number**

Mailing Address **Date**

What is your relationship to Legal Aid BC?

Client	Tariff Lawyer	Contractor
Justice System Participant (Crown, lawyer, judge, court staff, etc)		Member of Public
Employee	Other	

Your Complaint

What is your complaint about?

A legal aid lawyer

A legal aid client

A staff member

Other

What is the name of the lawyer, staff member, or client this is about (if applicable)?

When did this happen? If the events occurred over a period of time, use the most recent event.

In your own words, describe your concern. Attach additional pages if required.

Have you reported this previously to anyone, and if so who did you report it to and when?

Yes

No

If you are aware of any laws, policies, codes or rules that may have been breached, please describe:

What do you think should happen as a result of your complaint? Please note that requests for changes of counsel should be directed to Intake by calling 1-866-577-2525 (604-408-2172 in Greater Vancouver)

Is this matter urgent? If so, and you have an upcoming court date relating to this matter, please provide the date and purpose of the appearance.

Yes

No