

Applying for compensation

If you are a client of a lawyer or paralegal and believe that you have lost money or property as a result of the dishonesty (as opposed to the negligence) of that lawyer or paralegal, you can apply to the **Compensation Fund** for reimbursement.

To contact the Compensation Fund call:

(416) 947-3343 or 1-800-668-7380 ext. 3343.

Fax: 416-947-3479.

E-mail: compfund@lsuc.on.ca

HOW TO CONTACT US

► Client Service Centre

The Client Service Centre is our one-stop access point to help members of the public. Open during regular business hours, our representatives will respond to any basic questions you have or will transfer you to the appropriate department as necessary.

Phone: 416-947-3300

Toll-free: 1-800-668-7380

Fax: 416-947-3924

E-mail: lawsociety@lsuc.on.ca

► Complaints

Your complaint must be in writing. Complete and sign the Complaint Form available on our website.

Attach a **copy** of any documents that relate to your complaint. Send the completed Complaint Form with **copies** of relevant documents to:

The Law Society of Upper Canada
Osgoode Hall, 130 Queen Street West
Toronto, ON M5H 2N6

Attention: Complaints Services

To discuss how to complain about a lawyer or paralegal:

Phone: 416-947-3310

Toll-free: 1-800-268-7568

Fax: 416-947-5263

► Discrimination and Harassment Counsel

To complain about discrimination or harassment by a lawyer or paralegal:

Phone: 1-877-790-2200

Fax: 1-877-398-1100

E-mail: assistance@dhcounsel.on.ca

► Lawyer Referral Service

To find a lawyer, check our online directory or:

Phone: 1-800-268-8326 or 416-947-3330

(within the GTA)

E-mail: lawrefer@lsuc.on.ca

Our website has the most up-to-date information about our services – visit www.lsuc.on.ca.



The Law Society of
Upper Canada

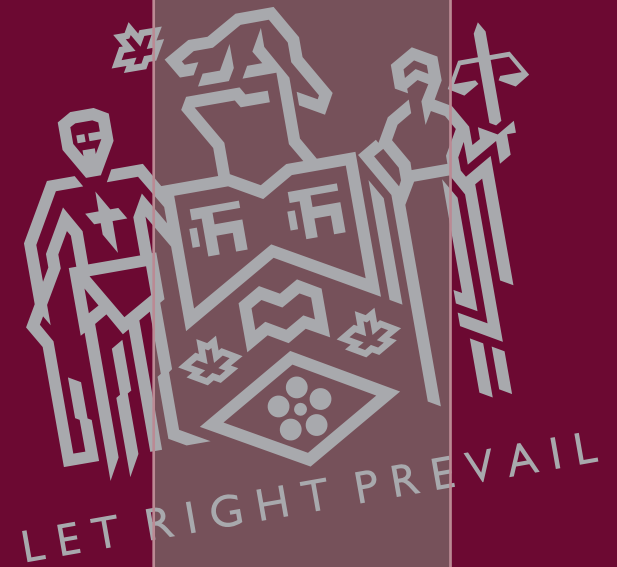
Barreau
du Haut-Canada

Mandate

The Law Society of Upper Canada regulates the lawyers and paralegals of Ontario in the public interest. The Law Society ensures that every individual who practises law or provides legal services in Ontario meets standards of learning, professional competence and professional conduct that are appropriate for the legal services provided.

The Law Society has a duty to protect the public interest, to maintain and advance the cause of justice and the rule of law, to facilitate access to justice for the people of Ontario and to act in a timely, open and efficient manner.

HOW
CAN
THE
LAW
SOCIETY
HELP?



HOW CAN THE LAW SOCIETY HELP?

- *We can help you find a lawyer or licensed paralegal*
- *We can direct you to resources to help you access the justice system*
- *We can review your complaint about a lawyer or licensed paralegal*
- *We may be able to compensate you if you have lost money or property as a result of the dishonest or fraudulent act of a lawyer or licensed paralegal*

Below are brief summaries of our services, along with relevant contact information. More information can be found on our website at www.lsuc.on.ca in the **For the Public** section under **The Law Society and You**.

Finding a lawyer or paralegal

- We can help you find a lawyer through the **Lawyer Referral Service**. This service will give you the name and number of a lawyer who will provide up to a 30-minute consultation, at no additional charge, to help you determine your rights and options. To contact the Lawyer Referral Service call 1-800-268-8326 or 416-947-3330 (within the GTA).
- If you are thinking about hiring a lawyer or a paralegal, our website lists the services that lawyers and paralegals can provide so that you can determine which professional is appropriate for your situation. See our **Guidelines for Choosing the Right Legal Professional** on our website.
- You can find contact details for a specific lawyer or a paralegal in the online **Lawyer and Paralegal Directory** on our website.



- You can find out if a particular lawyer or paralegal is entitled to practise law or provide legal services by calling the **Client Service Centre** at 416-947-3315 or toll-free 1-800-668-7380 (ext. 3315).
- You can find a specialist in a particular area of the law by using our online **Directory of Certified Specialists**. This directory lists lawyers who have met standards of experience and knowledge in one of 15 areas of practice: bankruptcy and insolvency, citizenship and immigration, civil litigation, construction, corporate/commercial, criminal, environmental, estates and trusts, family, health, intellectual property, labour, municipal, real estate, and workplace safety and insurance.



Access to the justice system

If you cannot afford a lawyer or paralegal, there are programs to help.

- Legal aid – is available to low income individuals and disadvantaged communities for a variety of legal problems, including criminal matters, family disputes, immigration and refugee hearings and poverty law issues such as landlord/tenant disputes, disability support and family benefits payments.
www.legalaid.on.ca

- Pro Bono Law Ontario (PBLO) – creates and promotes opportunities for lawyers to provide *pro bono* (free) legal services to persons of limited means. www.pblo.org
- Law Help Ontario – is a self-help legal clinic offered by PBLO that provides a range of services to unrepresented litigants with civil (non-family) matters. You can get help understanding court procedures, or meet without charge with a volunteer lawyer. www.lawhelpontario.org
- Ontario Justice Education Network – offers justice education programs to youth and adults, in schools, high-risk communities and courthouses, to promote understanding and access to the justice system. www.ojen.ca

More information about these and other programs can be found in the **Access to Justice fact sheet** on our website.

Making a complaint

You can complain to the Law Society about the conduct of a lawyer or paralegal, including his or her service, ethics and honesty. We review and assess every complaint we receive. Where possible, we will try to help you and the lawyer or paralegal deal with the issues. We will investigate your complaint when necessary and take disciplinary action in appropriate cases. Most complaints are resolved without a formal discipline hearing. If you have questions about how to file your complaint, please call the Client Service Centre at 416-947-3310 or toll-free at 1-800-268-7568. If you believe you have experienced **discrimination or harassment** by a lawyer or paralegal, you can speak to the **Discrimination and Harassment Counsel** free of charge and with complete confidentiality at 1-877-790-2200.