

Are you unhappy with a legal service you have received?

People in prison face many legal processes and often need legal assistance.

If someone is giving you legal advice or assistance which you are unhappy with, you can make a complaint.

You should try to first speak to the person or the organisation they work for directly to try and fix the issue. If you are unhappy with their response, or are unable to get in contact with them, you can lodge a complaint with the Legal Services Commission.

Lodging a complaint with the Legal Services Commission is free.

Legal Services Commission

The Legal Services Commission are an independent body that receives and deals with complaints about anyone who is offering a legal service, even if they are not a lawyer.

When a complaint is received the Commission will assess it as either a consumer disputes or a conduct complaint.

Consumer disputes are generally less serious complaints made about a person providing a legal service such as lack of communication, rudeness, delays or costs.

Conduct complaints are about either:

- 'unsatisfactory professional conduct', which includes:
 - poor service
 - failure to comply with an agreement
 - failure to follow instructions (e.g. due to poor communication)
 - threatening, abusive or offensive language
- or 'professional misconduct', which includes:
 - gross overcharging
 - acting when there is a conflict of interest
 - acting contrary to instructions
 - misleading or dishonest conduct whether inside or outside court

How to Make a Complaint to the Legal Services Commission

To make a complaint, you can either complete the Commission's complaint form (which PLS can post to you) or write to the Commission directly.

If you write to the Commission to make a complaint, you need to include the following information:

- Your full name and contact details
- Details of the person or organisation that provided you the legal service
- A detailed explanation as to what happened, or why you are unhappy with the service
- Any evidence about the service you were meant to receive

Provide as much detail as you can. This will help the commission to assess your complaint properly.

You can send your complaint to:

Legal Services Commission
PO Box 10310
Brisbane Adelaide Street Qld 4000

You can request a copy of the Legal Services Commission complaint form by writing to PLS at:

Prisoners Legal Service
GPO Box 257
Brisbane Qld 4001

PLS Christmas Closure

PLS will be closed for two weeks from 22 December 2021 and will re-open on 5 January 2022.

Our Prison Advice Line will be closed from 13 December 2021 and will recommence in the week starting 10 January 2022.
