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| **COMPLAINT FORM AGAINST LEGAL CONSULTANCY SERVICES** |

**IMPORTANT: Please note: All questions marked with an asterisk (\*) are mandatory. Any questions that do not relate to your complaint must be marked “N/A”. You must not leave any part of this Complaint Form blank.**

**Please complete this form electronically, meaning all answers are typed and print the form to sign and date. The Government of Dubai, Legal Affairs Department shall not accept any handwritten forms and you must ensure the original signed version is submitted to the Department.**

**Please retain a photocopy of the completed form for future reference.**

If any details are incorrect, inconsistent and/or incomplete, the form may be returned to you for proper completion and re-submission, which could result in a delay in reviewing your complaint.

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| **SECTION 1: COMPLAINANT DETAILS** | | | | | | | | | | | | |
| Title\* | Mr. |  | Mrs. |  | Miss |  | Dr. |  | Other |  | *(please state)* | |
| First Name\* | Click here to enter text. | | | | | | | | | | | |
| Surname/Family Name\* | Click here to enter text. | | | | | | | | | | | |
| Address\* | Click here to enter text. | | | | | | Area\* | | | | | Click here to enter text. |
| Building Name\* | Click here to enter text. | | | | | | Street Name | | | | | Click here to enter text. |
| Emirate\* | Click here to enter text. | | | | | | PO Box\* | | | | | Click here to enter text. |
| Daytime Contact Number\* | Click here to enter text. | | | | | | Mobile Telephone Number\* | | | | | Click here to enter text. |
| Email Address\* | Click here to enter text. | | | | | | | | | | | |
| Nationality\* | Click here to enter text. | | | | | | | | | | | |

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| **SECTION 2: LEGAL CONSULTANCY FIRM DETAILS** | | | |
| Legal Consultancy Firm Name\* | Click here to enter text. | | |
| Name of Legal Consultant instructed to work on your file\* | Click here to enter text. | | |
| Full name of the business owner(s) and/or Managing Partner\* | Click here to enter text. | | |
| Firm Contact Number\* | Click here to enter text. | Mobile Number | Click here to enter text. |
| Firm Email Address\* | Click here to enter text. | | |
| Address | Click here to enter text. | Street Name | Click here to enter text. |
| Building Name | Click here to enter text. | Area | Click here to enter text. |
| Emirate\* | Click here to enter text. | PO Box\* | Click here to enter text. |

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| **SECTION 3: DETAILS OF THE COMPLAINT** | | | | | | | | |
| **Language of Legal Advice** | | | | | | | | |
| Please indicate the language of the legal services you received from the Legal Consultancy Firm/or Legal Consultant | | | | | | | | |
| Language (Oral and Written)\* | Arabic |  | | English | | | |  |
| Have you filed a complaint directly with the legal consultancy firm and/or individual legal consultant? If so, please provide details\* | | | | | | | | |
| Yes |  | | No | | |  | | |
| Date of filing Complaint\* | Click here to enter text. | | | | | | | |
| Has the firm responded to your complaint? \* | Yes |  | | | No | |  | |
| Please provide details of your communication with the firm\* | Click here to enter text. | | | | | | | |
| Details of your Complaint\* | | | | | | | | |
| Using the text box, please provide brief details of your complaint. A member of the Professional Conduct Committee will be in contact to clarify and gather any additional information about your complaint.  **Note: The Professional Conduct Committee does not investigate complaints relating to matters that fall outside of the scope of legal consultancy services and shall only address complaints relating to legal consultancy service provider(s). Any conflict(s) or complaint(s) that do not relate to the legal consultancy profession should be directed to the relevant authority responsible to handle such complaints.**  **IMPORTANT: Please note the facts in a chronological order, recording dates and where relevant providing evidential documentation in support of your submission(s).** | | | | | | | | |
| Click here to enter text. | | | | | | | | |

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| **SECTION 4: COMPLAINANT’S DECLARATION AND ACKNOWLEDGEMENT** | | | | |
| I declare that: | | | | |
|  | The details I have provided are correct to the best of my knowledge. | | | |
|  | I understand that failure to provide the Professional Conduct Committee with requested information may result in suspension of investigation. I further acknowledge that I must disclose to the Professional Conduct Committee as soon as practicable, information about any matter that may affect the nature of complaint. | | | |
|  | I acknowledge that the Professional Conduct Committee may disclose or authorise to disclose information likely to assist in the administration or enforcement of the Government of Dubai, Legal Affairs Department laws and regulations. This includes referring my complaint, or aspects of my complaint, including any information obtained while investigating my complaint, to other relevant government directorates, where issues fall within their area(s) of responsibility. | | | |
| Your signature\* | | Click here to enter text. | Date\* | Click here to enter text. |
| Please ensure you have signed and dated this form before returning it.  Note: You may be asked by Professional Conduct Committee to provide supportive documents. | | | | |
| **Investigating your complaint – what may happen next**  A member of the Professional Conduct Committee shall be assigned to your case, they will contact you to begin the complaint process. The Professional Conduct Committee are qualified to resolve most complaints against members of the legal consultancy profession (including individual legal consultants). Based on the nature of your complaint, they will advise you on your rights and guide you through the resolution process.  For more information on what may occur during an investigation please contact [legal.consultancy@legal.dubai.gov.ae](mailto:legal.consultancy@legal.dubai.gov.ae) | | | | |

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| **AN EXAMPLE OF THE RESOLUTION PROCESS** | | | | | |
| **Assisted Voluntary Resolution** | The member of the Professional Conduct Committee assigned to your matter will explore the issues with you and assist you by showing you ways you can resolve your complaint directly with your legal services provider. This can result in a much faster, easier and non-confrontational outcome. | | | | |
| **If a mutually agreeable outcome between the involved parties is reached, or if no contravention has been found, the process usually ends at this stage** | | | **OR** | **If no mutually agreeable outcome is reached, the Professional Conduct Committee member may refer the matter to a senior member of the Professional Conduct Committee for further investigation into your complaint.** |
| **Further investigation** | Further investigation, will require you to provide as much available evidence relating to the issue as you can. This can include copies of all documents, invoices, advice prepared and/or any relevant correspondence and written contracts between you and the legal service provider.  The Professional Conduct Committee member may require the legal service provider to provide information in response to a legal document called a ‘Notice to Disclose.’ This notice requires them to hand over certain documents relevant to the case, such as correspondence and legal documents. In some investigations, the Professional Conduct Committee member may seek witness accounts and records of interviews on top of any written evidence. However, this is not used in every case.  The Professional Conduct Committee member will also research your entitlements and may also seek expert advice to help them come to a conclusion about the issue. Whatever the nature of the alleged offence, The Professional Conduct Committee member will use the evidence available to determine if any contravention of applicable laws has taken place. | | | | |
| **If an outcome is reached, or if no contravention has been found, the process ends at this stage** | **OR** | **If a contravention has taken place, we will issue the offending party with a contravention letter. The letter will explain the nature of the contravention and ways it can be rectified without further regulatory action. We call this voluntary compliance.** | | |
| **Enforcement** | Enforcement is when the Professional Conduct Committee member directs the legal service provider to fix a contravention they have failed to address, or when the matter is serious. At the enforcement stage, there are a number of possible outcomes or enforcement actions. The Professional Conduct Committee member will determine the best course of action depending on the specific circumstances. In compliance with the Department’s internal Complaints Policy, we will consider whether the matter should go to the Professional Conduct Committee Board. The Policy also includes other ways, to fix the matter, for example, entering into an enforceable undertaking. | | | | |

Please note that in all cases the Professional Conduct Committee member is neutral and represents neither party. In some instances Professional Conduct Committee member may not be able to investigate your complaint. Some work-related complaints are simply out of our jurisdiction.

**Need more information?**

You can find out more by contacting:

Email: [legal.consultancy@legal.dubai.gov.ae](mailto:legal.consultancy@legal.dubai.gov.ae)

Tel: 04 353 3337