

Legal Services COMMISSIONER

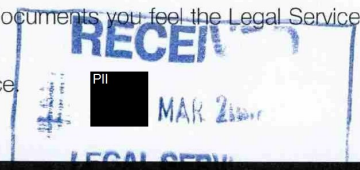
COMPLAINT FORM

This form will help to provide the Legal Services Commissioner with enough information to decide whether and how we can help you with a complaint about a lawyer.

As well as answering all these questions, please attach photocopies of any documents you feel the Legal Services Commissioner will need in considering your complaint and/or your dispute.

If you require assistance with completing this form, please telephone our office.

Please ensure you sign and date this form on page 4.



SECTION A

Your name and address

First name ROBERTA

Surname WILLIAMS

Address [REDACTED] ST
PASCOE VALE ST Postcode 3044

Phone Home () [REDACTED]

Work () [REDACTED]

Date of birth [REDACTED] Male Female

Country of birth AUSTRALIA

Your main language ENGLISH

The name and address of the client of the legal practitioner, if you are not the client

First name [REDACTED]

Surname [REDACTED]

Address [REDACTED] PRISON
Postcode _____

Phone Home () _____

Work () _____

Details of the legal practitioner against whom you complain

Name of legal practitioner NICOLA GOBBO
(One legal practitioner name only per form)

Name of practitioner's firm/chambers _____

Address _____
Postcode _____

Phone _____ Contact _____

Have you previously complained to the Legal Services Commissioner, Legal Ombudsman, Victorian Lawyers RPA Limited/Law Institute of Victoria Limited or the Victorian Bar about this matter?

Yes No

If so, when _____

File reference no. (if available) _____

SECTION B | Cause of complaint

The legal practitioner was consulted regarding:

Administrative Law	<input type="checkbox"/>	Defamation	<input type="checkbox"/>	Motor Vehicle Injuries	<input type="checkbox"/>
Banking Law	<input type="checkbox"/>	Environmental Law	<input type="checkbox"/>	Motor Vehicle Accident	<input type="checkbox"/>
Building Law	<input type="checkbox"/>	Equal Opportunity	<input type="checkbox"/>	Personal Injury	<input type="checkbox"/>
Civil Liberties	<input type="checkbox"/>	Family / Defacto	<input type="checkbox"/>	Planning Law	<input type="checkbox"/>
Commercial Law	<input type="checkbox"/>	Freedom of Information	<input type="checkbox"/>	Probate & Estate	<input type="checkbox"/>
Company Law	<input type="checkbox"/>	Immigration Law	<input type="checkbox"/>	Taxation Law	<input type="checkbox"/>
Constitutional Law	<input type="checkbox"/>	Industrial Relations	<input type="checkbox"/>	Trade Practices	<input type="checkbox"/>
Conveyancing	<input type="checkbox"/>	Insolvency Law	<input type="checkbox"/>	Wills	<input type="checkbox"/>
Crimes Compensation	<input type="checkbox"/>	Intellectual Property	<input type="checkbox"/>	WorkCover	<input type="checkbox"/>
Criminal Law	<input type="checkbox"/>	Leasing	<input type="checkbox"/>	Unsure	<input type="checkbox"/>
Debt Collection	<input type="checkbox"/>	Mortgages	<input type="checkbox"/>	Other (specify if possible)	

What do you hope to achieve by making this complaint? (Please list expectations)

THAT A CONFLICT OF INTEREST WILL STOP OCCURRING BY THIS LAWYER REPRESENTING VARIOUS CLIENTS IN OPPOSITE ENDS

What would you like to tell us about your complaint? (If your concern is about costs or a financial loss, please also complete Section C)

In the space below please:

- give a brief description of the events that led to your complaint (What happened? When? Who was involved?)
- state what your particular complaints are (e.g. poor communication, quality of service, behaviour, dishonesty, negligence, etc.)
- include details of significant events such as dates of meetings and court hearings

THIS LAWYER IS REPRESENTING AN ACCUSED WHO. ANOTHER CLIENT OF MINE IS GIVING EVIDENCE AGAINST. THE PREVIOUS CLIENT WHO IS TO GIVE EVIDENCE IS [REDACTED]

SECTION C | Dispute about legal costs and/or financial loss

Do not complete this section unless there is a problem about costs and/or you have suffered a financial loss

I have previously raised the issues of Costs and/or Financial Loss with the Legal Services Commissioner, Legal Ombudsman, Victorian Lawyers RPA Ltd/Law Institute of Victoria Ltd or the Victorian Bar

Yes No File reference no. _____

The legal practitioner has sued to recover outstanding costs

Yes (give details) When? _____

No

COSTS

(You can only make a complaint under this part against a lawyer who was representing you or an estate or trust where you are a beneficiary)

I had a written agreement with the legal practitioner about costs

Yes (please attach photocopy) No

I attach a copy of my bill(s) from the legal practitioner

Yes No (Details of the bill(s) must be provided)

The total amount of the bill(s) in this matter is/are:

Legal practitioner's fee \$ _____ Date(s) of bill(s) _____

Disbursements or other legal expenses \$ _____

My problem with the bill(s) is that:

I was quoted a smaller amount, namely \$ _____

I think the bill is too high for the amount of work done

I think the bill includes work that was not done

I think the legal practitioner handled the matter badly and I don't want to pay for this

Other (give details) _____

The legal practitioner has been paid

Yes *in full* Date of payment _____

in part Amount \$ _____ Date of payment _____

No

SECTION C continued

FINANCIAL LOSS (You can only make a complaint under this part against a lawyer who was representing you)

I have lost money as a result of the legal practitioner's actions

- Yes Give details including:
- what the legal practitioner did or did not do to cause your financial loss;
 - how you have calculated that loss; and
 - the amount of your loss or your best estimate of that loss
(Compensation for stress etc. cannot be claimed.)

If you do not have enough space attach another page

SECTION D

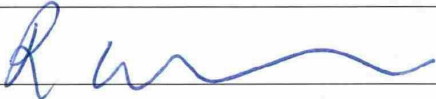
I ask the Legal Services Commissioner to investigate any disciplinary complaint described in this Complaint Form and to attempt to resolve any civil dispute. I am aware that the Legal Services Commissioner will usually send a copy of this complaint to the legal practitioner concerned.

I have completed all relevant sections and have attached photocopies of the following documents:

- 1 Cost agreement Date / /
- 2 Bill(s) Date(s) / / / / / /
- 3 Letter(s) to Legal Practitioner Date(s) / / / / / /
- 4 Letter(s) from Legal Practitioner Date(s) / / / / / /
- 5 Others: _____

If you are making this complaint on behalf of somebody else (eg. your partner or parent) please include signed written authority from that person allowing you to complain on their behalf.

Please note failure to provide all relevant information may mean that the Legal Services Commissioner is unable to handle your complaint.

SIGNED  Date PII 10/2/08

Name (please print) Robert Williams

Collection Statement

The Legal Services Commissioner is bound by laws that protect your privacy concerning the collection, use and disclosure of your personal information. Where you do not provide the information required by this form, the Legal Services Commissioner may refuse or be unable to process this transaction. The Legal Services Commissioner may need to disclose your personal information to other State and Commonwealth Agencies. You can request access to your personal information by contacting us.

How did you hear about the Legal Services Commissioner? (please tick)

- Family Member Friend Work Colleague Legal Practitioner
- Newspaper Television Radio Internet

Other (specify) _____

<p>Send completed form with all attachments to:</p>	<p>Legal Services COMMISSIONER</p> <p>Level 9/330 Collins Street Melbourne VIC 3000 1300 796 344 (local call) or (03) 9679 8001 fax (03) 9679 8101 www.lsc.vic.gov.au</p>
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