

FREQUENTLY ASKED QUESTIONS

Q What is the Legal Profession Complaints Committee (LPCC)?

A The LPCC is an independent statutory authority established by Parliament to supervise the conduct of legal practitioners in Western Australia.

The LPCC consists of legal practitioners and not less than two community representatives, none of whom is or has been an Australian lawyer.

The LPCC's operations are funded by the Legal Practice Board (through fees from practitioners' annual practising certificates) other than its accommodation costs which are funded by the Government.

Q Is your service free?

A Yes, there is no charge for our services.

Q Who will I be dealing with?

A All new callers are referred to a legal officer in our Rapid Resolution Team.

Q Do you provide interpreters?

A Yes, we can provide interpreters if you are unable to communicate effectively with our legal officers in English. The legal officer you are dealing with will assess the need for an interpreter.

Q What information will you need?

We will need to know the name of the lawyer you are inquiring about and the nature of your concern. If further information is needed, this will be requested.

Q What do I do if I have a costs issue?

A We do not generally assess lawyer's bills. There is a separate procedure available to have lawyer's bills assessed – see our Fact Sheet on Costs Disputes. We can help you to understand your lawyer's bill, including identifying irregularities or inconsistencies and may address such issues with your lawyer.

Q Should I put my concerns in writing?

A The best approach is to speak to a legal officer first about your concerns. Our legal officers will discuss your concerns with you and ask to see any relevant documents.

Q How quickly do you act?

A In nearly all cases, you will receive a telephone call from a legal officer in our Rapid Resolution Team within 1 working day of making contact with our office.

The majority of matters which don't require a full investigation and are capable of being resolved are completed within 2 months.

If your matter raises serious conduct issues, investigations into these matters take longer. Our aim is to finalise all investigations within 1 year.

Q Can you give legal advice?

A No, we can't give you legal advice. If you require legal advice you will need to consult a lawyer. We can provide you with a list of legal clinics where legal advice may be obtained for a minimal fee.

Q Will you be able to deal with all my concerns?

A No, sometimes the concerns raised about lawyers are not matters we can assist you with. For example, if your concern raises issues of negligence, which do not amount to unsatisfactory professional conduct but have caused you a loss, you will need to seek advice from a lawyer about any civil rights you may have.

Q Is there a time limit for raising concerns?

A All conduct concerns must be raised with us within 6 years of when the conduct occurred. It is only in very rare circumstances that we will consider complaints made outside this time period. It is better to raise concerns as soon as possible after the conduct has taken place in order to reduce the risk of problems occurring with the availability and reliability of evidence.

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