

2022 Professional Conduct Report

Complaints Investigation Committee (CIC)

At the start of 2022, the CIC had six ongoing discipline files from 2021.

In addition to the six ongoing complaints from 2021, the LSY received 10 new complaints in 2022.

Of the 16 active complaints in 2022:

- Three were dismissed as dismissible by the CIC Chair
- One was referred to a Complaints Investigation Committee Sub-Committee under Rule 117 for review, and subsequently disposed of under s. 64(e) of the LPA;
- Six were dismissed by the Investigator under s.64(a) of the LPA; and
- Six were referred to a CIC Vice-Chair/Investigator by the CIC Chair, which reviews were ongoing as of December 31, 2022.

Complaints Dismissal Review Committee

None of the six complaints dismissed in 2022 were appealed to the Complaints Dismissal Review Committee.

Discipline Committee

No matters were referred by an Investigator to the Discipline Committee for hearing.

Complaint Statistics

The breakdown of the source of the sixteen complaints and their subject matters are set out below.

Source:

- 5 complaints commenced by clients
- 9 complaints commenced by third parties
- 2 members self-reported

Area of Law:

- 7 complaints related to family law
- 2 complaints related to real estate

- 3 complaints related to criminal
- 1 complete related to estate law
- 1 related to civil litigation
- 2 related to administrative law

Nature of Complaints:

A combination of services issues and integrity concerns were the nature of most complaints. In addition, conflict of interest issues were raised in three complaints and breach of undertaking in one complaint.