

**THE LAW SOCIETY OF HONG KONG**  
**3/F, WING ON HOUSE,**  
**71 DES VOEUX ROAD CENTRAL, HONG KONG.**

**COMPLAINT FORM**

**Please read the guidance notes before filling in this form. Please fill in this form in black or dark blue ink.**

**Section 1- Complainant's particulars**

**Please fill in your address and/or contact number and/or the address of the person on behalf of whom you are complaining in a separate "Personal Data Form" as we need this information in order to enable us to contact or correspond with you.**

**If you are a solicitor or a registered foreign lawyer, please go straight to Question 3.**

1. Title                      Mr ☐                      Mrs ☐                      Ms ☐                      Miss ☐

Name

If you are complaining on behalf of a company

Name of the company

Name of the representative of the company

Company's address

Company's contact number

Company's email address (if any)

2. Are you the firm's client?      Yes ☐      No ☐

3. Are you complaining on behalf of somebody else?      No ☐ Please go to Question 4  
Yes ☐ Please fill in the rest of this Question.

Name of the person on behalf of whom you are complaining

Mr ☐                      Mrs ☐                      Ms ☐                      Miss ☐

Name

If you are complaining on behalf of another person, you have to send us the written authorization of that person. The complaint cannot be dealt with unless there is such written authorization.

When we deal with this complaint, who should we write to?

You

☐

The person on behalf of whom you are complaining

☐

## Section 2 - Details of the law firm or solicitor or registered foreign lawyer and/or unqualified person you are complaining about

4. Name of the solicitor (if applicable)

Name of the registered foreign lawyer (if applicable)

Name of the unqualified person (if applicable)

Name of the law firm

Address of the law firm

Was the solicitor or the registered foreign lawyer or the unqualified person acting

- for you or the person/company you are complaining for? ☐
- for the other side in the case? ☐
- as his/her own representative? ☐
- for somebody else (please tell us who)?

Is the law firm still acting for you? Yes ☐ No ☐

Have you retained another law firm to act for you in the same matter? Yes ☐ No ☐

Have you retained a law firm to advise you on this complaint? Yes ☐ No ☐

If yes, please give their name and address.

Name of the law firm

Address of the law firm

## Section 3 - Details of the complaint

5. Does this complaint involve any on-going court proceedings? Yes ☐ No ☐

6. Have you raised this complaint with other organizations (e.g. Hong Kong Police, ICAC, Equal Opportunities Commission, Office of the Privacy Commissioner for Personal Data, Hong Kong, etc.)? Yes ☐ No ☐

Name of the organization

Please tell us the progress or result of the complaint.

7. When did the event that gave rise to your complaint take place?

If there has been a lapse of time exceeding one year in making this complaint, please state why.

8. Please set out your complaint.

If this form does not have enough space for you to give details of your complaint, please write on extra sheets of paper.

9. Are you enclosing extra sheets of paper? No ☐  
Yes ☐ How many?

10. Please give us the names and addresses of any other persons whom you believe may be able and willing to help us to investigate the complaint.

11. Have you enclosed any copies of other documents? No ☐  
(Please do not send original documents.) Yes ☐

If 'Yes', please list the documents you have enclosed.

12. Have you written to us about this matter before? No ☐  
Yes ☐  
 If 'Yes', please give the date of the letter.
13. Have you complained to us about any other matter before? No ☐  
Yes ☐  
 If 'Yes', please give the date of the complaint.

#### Section 4 - Your Agreement

14. I/We would like the Conduct Section of The Law Society of Hong Kong ("The Law Society") to look into the complaint. I/We confirm that I/We have read the guidance notes and the Personal Information Collection Statement to this form before filling in this form.

I/We understand that The Law Society may pass or send a copy of this form together with copies of any document or any other information (collectively "the complaint") provided by me/us to the law firm or solicitor or registered foreign lawyer and/or unqualified person that I/we are complaining against. The complaint may also be sent to such persons who will be handling the complaint filed by me/us including members of the Investigation Committee, the Standing Committee on Compliance and the Council of The Law Society. In addition, the complaint may be sent to the Prosecutor and/or barrister and/or solicitor instructed by The Law Society, the Solicitors Disciplinary Tribunal, law enforcement agencies, courts, relevant government departments, and/or statutory bodies which are entitled to receive information relating to the complaint.

I/We agree that I/we will provide any further relevant information within my/our power necessary for The Law Society's regulatory process in respect of this complaint.

I/We agree that I/we will assist The Law Society by acting as a witness in the event that The Law Society commences disciplinary proceedings against the law firm or solicitor or registered foreign lawyer and/or unqualified person.

I/We declare that the information included and attached to this complaint form is true and accurate.

(When you have filled in this form, please sign below and date it.)

Your signature : \_\_\_\_\_  
 (For and on behalf of \_\_\_\_\_)  
 (The name of the Company: \_\_\_\_\_)

Date : \_\_\_\_/\_\_\_\_/\_\_\_\_

Then return it to:

The Conduct Section  
 The Law Society of Hong Kong  
 3/F., Wing On House,  
 71 Des Voeux Road Central,  
 Hong Kong.

Email : [complaints@hklawsoc.org.hk](mailto:complaints@hklawsoc.org.hk)

**Personal Information Collection Statement**  
**(Complaint Form)**

The personal data collected in this form (“the data”) will be used by the Law Society of Hong Kong (“the Society”) for the following purposes:

- (i) The handling of the complaint filed in this form;
- (ii) The exercise of the powers of the Society conferred upon it under the Legal Practitioners Ordinance (Chapter 159) and its subsidiary legislation; and
- (iii) The performance of the functions of the Society in accordance with its Memorandum and Articles of Association and the attainment of the objects for which the Society is established.

It is voluntary for you to provide the data in this form. However, if you fail to provide the data requested in this form, the Society may not be able to process the complaint filed by you.

The data may be provided to such persons within the Society who will be handling the complaint filed by you including members of the Investigation Committee, the Standing Committee on Compliance and the Council of the Society. The data may also be provided to the party complained against by you, the Prosecutor and/or barrister and/or solicitor instructed by the Society, the Solicitors Disciplinary Tribunal, law enforcement agencies, courts, relevant government departments, and/or statutory bodies which are entitled to receive information relating to the complaint.

You have the right to request access to and correction of the data. Any such request should be addressed to the Secretary General, the Law Society of Hong Kong, 3/F, Wing On House, 71 Des Voeux Road Central, Hong Kong.

The Privacy Policy Statement of the Society is available on its website at **[www.hklawsoc.org.hk](http://www.hklawsoc.org.hk)**.

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**3/F, WING ON HOUSE,**  
**71 DES VOEUX ROAD CENTRAL, HONG KONG.**

**PERSONAL DATA FORM**

**Please fill in this form in black or dark blue ink.**

1. Title Mr ☐ Mrs ☐ Ms ☐ Miss ☐
- Name
- Address
- Contact number
- Email address (if any)

2. If you are complaining on behalf of somebody else, Yes ☐ Please fill in the rest of this Question  
No ☐

Title of the person on behalf of whom you are complaining Mr ☐ Mrs ☐ Ms ☐ Miss ☐

Name of the person on behalf of whom you are complaining

Address of the person on behalf of whom you are complaining

Email address (if any) of the person on behalf of whom you are complaining

If you are complaining on behalf of another person, you have to provide the data in this form and send us the written authorization of that person. If you fail to provide the data and the written authorization requested in this form, the Society may not be able to process the complaint filed by you.

3. Personal Information Collection Statement

The personal data collected in this form ("the data") will be used by the Law Society of Hong Kong ("the Society") for the following purposes:

- (i) The handling of the complaint filed in the Complaint Form;
- (ii) The exercise of the powers of the Society conferred upon it under the Legal Practitioners Ordinance (Chapter 159) and its subsidiary legislation; and
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The Privacy Policy Statement of the Society is available on its website at [www.hklawsoc.org.hk](http://www.hklawsoc.org.hk).

I/We declare that the information provided in this form is true and accurate.

Your signature : \_\_\_\_\_

(For and on behalf of \_\_\_\_\_ )

(The name of the Company: \_\_\_\_\_ )

Date : \_\_\_\_/\_\_\_\_/\_\_\_\_

Then send it to:

The Conduct Section  
The Law Society of Hong Kong  
3/F., Wing On House,  
71 Des Voeux Road Central,  
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