



Complaint Process Survey

The Law Society of Upper Canada is always looking for ways to improve the complaint process. We care about your experience and your views.

This survey should take only 5 minutes to complete. Please answer the questions and share your thoughts with us so that we are able to make improvements and changes where appropriate. Your responses are confidential and will remain anonymous unless you provide details about your identity.

Please use blue or black pen to complete the survey if you are going to fill it out by hand.

1. How did we do?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
We took the time to listen to your concerns	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We answered your questions in a timely manner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We kept you informed of the progress of your complaint	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We explained how we could and could not help you	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We gave you information on where you could get help	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
We gave you enough information to help you understand our complaint process	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How did we treat you?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
With dignity and respect	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Politely and professionally	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



3. Do you have any thoughts or suggestions that you want to share with us?

Is there anything specifically that you would like us to know? Did someone at the Law Society go out of her or his way to help you? Do you have specific comments or suggestions on how we could improve on the way we dealt with you and your complaint? (Please use point form)

I JUST HOPE THAT I WILL STILL BE ABLE
TO SUBMIT MY COMPLAINT AFTER THE
ONTARIO HUMAN RIGHTS TRIBUNAL HEARING AND
NOT BE TOLD THAT THE STATUTE OF
LIMITATIONS HAS EXPIRED.

4. Do you prefer to complete surveys electronically or on paper?

Electronically

On paper

Thank you for taking the time to complete this survey and for sharing your experience with us!

MAR 3 2015



The Law Society of
Upper Canada

Barreau
du Haut-Canada

Osgoode Hall
130 Queen Street West
Toronto, Ontario
M5H 2N6

Professional Regulation
Division

April 11, 2012

Private & Confidential

Lloyd Cristopher Tapp
252 Angeline Street North
Lindsay, Ontario
K9V 4R1

Dear Mr. Tapp

Re: Complaints Process Survey

The Law Society of Upper Canada is interested in finding out how we can improve the complaints process. You can help by telling us about the experience you had when you made a complaint to us about a lawyer or paralegal.

Please take a minute and answer the questions in the survey that has come with this letter.

Please send your completed survey back to us in the self-addressed stamped envelope that is enclosed.

Thank you for taking the time to complete this survey and for sharing your experience with us.

Sincerely,

Janice LaForme
Senior Counsel, Office of the Director
The Professional Regulation Division

