

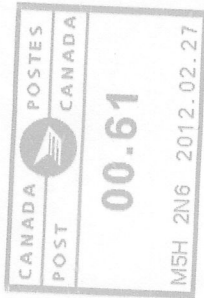


The Law Society of  
Upper Canada

Osgoode Hall  
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**PRIVATE AND CONFIDENTIAL**

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The Law Society of  
Upper Canada | Barreau  
du Haut-Canada

February 24, 2012

**PRIVATE AND CONFIDENTIAL**

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

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

Complaints Services  
Client Service Centre

Dear Mr. Tapp:

**Re: Our File Number 2012-105468 - Marnie Susan Corbold  
Our File Number 2012-105469 - Lynette Elaine D'Souza**

Thank you for your correspondence, which we received on February 24, 2012.

Your letter will be assigned to one of our staff, who will carefully review it and may contact you. While we realize the importance of a quick response, we also need to take the time to ensure that your letter is given the attention it deserves. Normally, we will contact you or respond to you in approximately 30 days, depending on the type of issue or inquiry. If you have any questions in the meantime, please call us at 416-947-3310 or 1-800-268-7568 and one of our Client Service Representatives will be pleased to assist you. Please quote your file number when calling about your complaint. Please also provide your full name, address and telephone number, if you have not already done so.

If your letter contains a complaint about a lawyer or licensed paralegal, we may need to send a copy of the letter of complaint to the lawyer or paralegal involved, or to contact the lawyer or paralegal to discuss the complaint. If you object to this, please tell us immediately. In some cases, however, it may be necessary for us to proceed with your complaint and contact the lawyer or paralegal involved – even without your consent.

If the purpose of your letter is to ask a question rather than to file a complaint, or if your complaint is about something that is not within our mandate to deal with, a Complaints Services Representative will contact you. If we cannot answer your question, we will try to give you information about other resources that may be able to help you. You should know that the Law Society cannot provide legal advice or legal services to the public. We also cannot comment on a complaint about a lawyer or paralegal without having the name of the lawyer or paralegal you are complaining about, and specific details about the complaint. Please refer to the enclosed sheet, "The Law Society's Complaints Process", for further information about our complaints process, and issues that do not fall within our mandate.

Yours sincerely,

Complaints Services  
Client Service Centre

Encl.



The Law Society of  
Upper Canada

Barreau  
du Haut-Canada

## THE LAW SOCIETY'S COMPLAINTS PROCESS INFORMATION SHEET

Complaints received by the Law Society must be in writing. You should include:

- your name, address and phone number;
- the full name, address and phone number of the lawyer or paralegal you are complaining about;
- the details of your complaint; and
- your file number, if you have received one.

The Law Society will review your complaint and respond in one of the following ways:

- If your complaint does not fall within the Law Society's mandate, you will receive a letter explaining this. If possible, we will refer you to the appropriate resource to deal with your complaint. Issues the Law Society **cannot** deal with include, but are not restricted to, ongoing court cases, the decisions of a judge, the amount of your legal bill, professional negligence, legal advice, and referrals to lawyers or paralegals.
- **Please note that if your complaint is about the amount of a lawyer's bill, you must contact the Assessment Office at your local Ontario Court office to make an appointment to have the bill reviewed. You have a window of one month from the time you receive the bill to do this, or you will have to seek the lawyer's consent or ask a judge for permission to proceed and provide reasons why you did not make your request within a month.**
- **If you believe the fees charged by your paralegal were too high, you may wish to contact the Small Claims Court. Currently, the jurisdiction of the Small Claims Court is limited to claims of \$25,000 or less.**
- If you need legal advice or services, you should speak to a lawyer or licensed paralegal. If you need help finding a lawyer, you may call the Law Society's Lawyer Referral Service (LRS) at 416-947-3330. The service is designed to provide callers with a free initial consultation of up to 30 minutes, either by phone or in person. The service is not designed to provide legal advice or second opinions.
- If the complaint seems to be within our mandate, we may ask you for more information. If available, we require any documents you have to support your complaint. For instance, we might ask you to send us letters and other documents, or to list efforts to contact your lawyer or paralegal by mail or phone. However, it may take up to 30 days for someone from our Professional Regulation Intake department to contact you about your file.
- In many situations, we will try to informally settle your complaint with your input. The file will be reviewed at this point and a decision will be made on the next step to be taken. If it is decided that no formal action should be taken against the lawyer or paralegal, you will be informed of this and the reason for this decision.
- If the complaint is minor and requires the lawyer or paralegal to do some simple things, we will try to contact the lawyer or paralegal and resolve the issue quickly.
- If the complaint is more complex, and we have all of the information that we can gather from you, we may contact the lawyer or paralegal about your complaint. Licensees have a duty to respond promptly to Law Society requests for information. You will be informed of any developments regarding your complaint.
- If further action is to be taken, it may be a continuation of the investigation, a referral of the file to the disciplinary process, or a referral to another Law Society department more appropriate to deal with the issue. In some situations, it is necessary for the Law Society to do an in depth investigation of a complaint which involves interviewing various parties. If this approach is required to deal with your complaint, we will let you know.

We will try to keep you informed of our progress. If necessary, we will contact you to collect more information or to clarify issues. We count on your cooperation as a necessary part of dealing with your complaint.

For more information, you may wish to visit our website at [www.lsuc.on.ca](http://www.lsuc.on.ca).