



Northern Territory  
Legal Aid Commission

# COMPLAINT FORM

## WE VALUE YOUR COMPLAINT

Thank you for taking the time to make your complaint. The Northern Territory Legal Aid Commission recognises the importance of our clients having access to high-quality services. The Commission also recognises that complaints help drive improvement in what we do by identifying where we can do better.

You can complain in person, by email, by letter or by using this form.

## YOUR DETAILS:

<b>Title</b>	
<b>First Name</b>	
<b>Last Name</b>	
<b>Date of Birth</b>	
<b>Address</b>	
<b>Telephone No</b>	
<b>Email Address</b>	
<b>Which legal aid office did you deal with?</b>	

## YOUR COMPLAINT:

**Please give us a brief summary of your concerns. Tell us what happened, who was involved, what office they work in (if known) and any relevant dates.**

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**ARE YOU COMPLAINING ON BEHALF OF ANOTHER PERSON?**

**YES**

**NO**

**IF YES, WHAT IS THEIR NAME?**

**HAVE THEY PROVIDED THE NT LEGAL AID COMMISSION WITH WRITTEN AUTHORITY TO DISCUSS THEIR MATTERS WITH YOU?**

**YES**

**NO**

**DO YOU (OR THE PERSON YOU ARE MAKING THE COMPLAINT ON BEHALF OF) HAVE A DISABILITY OR SPECIAL NEED?**

**YES**

**NO**

**IF YES, SHOULD WE MAKE CHANGES ON HOW WE COMMUNICATE WITH YOU BECAUSE OF YOUR DISABILITY OR SPECIAL NEED? PLEASE PROVIDE DETAILS?**

## DESIRED OUTCOME:

**What do you want to happen to resolve your complaint?**

## DO WANT A RESPONSE TO YOUR COMPLAINT?

YES

NO

## WHAT WILL HAPPEN TO MY COMPLAINT?

We will gather the information we need to investigate your complaint. We will consider this information and respond to your concerns accordingly. If we are unable to respond to you within 30 days of receiving your complaint, we will get in contact and relay this information to you.

## HOW WILL WE PROTECT YOUR PRIVACY?

Your privacy is of the utmost importance to us. Any information you provide us will be kept private unless you give us permission to do so or for example, if it raises serious issues, the law says we must or it would be reasonably expected in the circumstances. We deal with your personal information in accordance with the NT privacy legislation and the *Legal Aid Act NT*.

## WHAT HAPPENS IF I AM NOT SATISFIED WITH THE RESPONSE?

If your complaint is about a lawyer, you can complain to:

### **Law Society NT**

Office location: 3/6 Lindsay Street, Darwin, Northern Territory 0800

Postal address: GPO Box 2388, Darwin, Northern Territory 0801

Telephone: (08) 8981 5104

Email: [lawsoc@lawsocietynt.asn.au](mailto:lawsoc@lawsocietynt.asn.au)