



NOVA SCOTIA  
BARRISTERS' SOCIETY

# RESOLUTION PROCESS FOR COMPLAINTS

## CONCERNS ABOUT A LAWYER'S CONDUCT?

Share your concerns with the Society  
and find out if we can help:

- **Complaints Intake Line – 902 422 1491**

Call our office and ask for an intake officer. Your call will be transferred to the Complaints Intake Line. Leave a detailed message with your name, phone number and description of the issue. Your call will be returned within 2–3 business days.

- **Website – [www.nsbs.org/complaints-process](http://www.nsbs.org/complaints-process)**

Visit our website for full details about the resolution process, and a copy of our complaint form. Or, we can mail the form if you leave your address on the intake line.

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As the regulator of the legal profession, the Nova Scotia Barristers' Society upholds and protects the public interest in the practice of law.

## STANDARDS OF PROFESSIONAL CONDUCT

The Society sets standards of conduct to ensure all lawyers in the province practise ethically and competently. We provide continuing education, ethical advice and, when necessary, investigate complaints about lawyers who may not follow our rules of conduct properly.

## HANDLING PUBLIC COMPLAINTS

We address concerns related to the Society's rules of professional conduct, found at [www.nsbs.org/regulation](http://www.nsbs.org/regulation). The resolution process may involve mediation, dismissal, investigation by staff or the Complaints Investigation Committee, and in rare cases, hearings or a remedy through the Lawyers' Fund for Client Compensation. Visit the website to learn more about all of these options.

## BEFORE FILING A COMPLAINT

Please note, the Society cannot provide legal advice, change a court decision, adjust your lawyer's fees or provide you with a lawyer. About 85% of complaints are mediated or dismissed.

- If you need legal advice, speak to a lawyer or senior member of your lawyer's firm.
- For legal information or a lawyer referral service, contact the **Legal Information Society of Nova Scotia** at **1 800 665 9779** or [www.legalinfo.org](http://www.legalinfo.org).
- If you can't resolve a fee dispute with your lawyer, you may apply to have it reviewed by **Small Claims Court**.