

Submission of Third Party Complaints regarding Client Eligibility

To make sure this form works properly, please use the free **Adobe Acrobat Reader** to fill it out.

For financial eligibility concerns:

Please include information about the person's spouse/partner, dependents. Also include any information about the person's household income, assets and other relevant financial information.

For legal eligibility concerns:

Please provide details about the case, including abuse of the legal process and any breaches of court orders.

Please be advised that * indicates a field that you are required to complete.

Do you wish to remain anonymous?

Every report made to the Complaints Department is recorded and addressed in accordance with LAO's Complaints Policy. This includes anonymous reports. However, if our office requires additional information about your report, we will be unable to contact you if you choose to remain anonymous.

Your contact information

First name:

Last name:

Contact:

Address:

Unit #:

Town/City:

Province:

Postal code:

Phone:

Email:

Preferred contact method:
(if additional information is needed)

Information about the subject of your complaint

First name*:

Last name*:

Does this person have any aliases (uses other names)? No Yes:

Contact: Address: Unit #:

Town/City: Province: Postal code:

Phone:

Email:

Lawyer's name:

Details of your complaint*

Acknowledgement*

I understand that the information that I have provided may be shared with other departments at Legal Aid Ontario for the purpose of resolving this concern.

Confidentiality – Limitation of Disclosure

The Complaints Department will provide you with a confirmation that your report was received. Please be advised that our office will not be able to disclose the steps taken in addressing your concerns or report back to you on the outcome of your report. The confidentiality provisions of Sections 40 and 42 of the *Legal Aid Services Act* prohibit the disclosure of applicant information without consent.

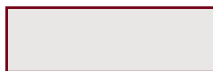
Complaint Policy

For information about Legal Aid Ontario's Complaint Policy, please refer to our updated policy on our website at

Name:

Date:

After finishing this form, please remember to save it and email to: eligibility.concerns@lao.on.ca



Personal information contained on this form is collected under the authority of the *Legal Aid Services Act, 2020* and will be used for the purpose of delivering legal aid services under LASA.

Questions about this collection should be directed to the Privacy and Access to Information Officer at fippa@lao.on.ca or 1-800-668-8258.



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