

Guidelines for attendance at meetings of the Complaints and Client Relations Committee

- Attendees should make themselves known at Reception upon arrival and are requested to stay in the waiting room allocated pending their appearance before the Committee. If for any reason they have to leave, Reception should be notified.
- If asked to leave the meeting for a recess, attendees should return to the waiting room originally allocated, and bring their papers with them. They will be notified when it is time to return.
- Each agenda item is allocated a specific time which attendees are asked to observe for the benefit of those coming after them.
- Agenda items can sometimes take longer than anticipated. If there are significant delays all persons waiting to attend will be notified.
- At the commencement of each item, the Chairman will introduce the members of the Committee, the majority of whom are non-solicitors. A name plate will be in front of every Committee Member. Law Society staff members are present at meetings but do not have name plates.
- Questions from the Committee will generally be made through the Chairman.
- Attendees before the Committee should keep in mind that the Committee members have read the papers in advance. Attendees are requested to confine their submissions to the facts of the complaint and specifically to issues which are not referred to in the documentation. It would be helpful if attendees prepared in advance a list of key points which they wish to bring to the Committee's attention.
- Committee members will not give an opinion on the merits of the complaint until the investigation is concluded.
- Attendees may be legally represented. If they are not being legally represented they may bring up to two companions with them.
- Committee Members are not permitted to communicate directly with either solicitor or complainant, in relation to an item on the Committee's agenda, outside the confines of the Committee Meeting.
- If a Complainant has asked to appear before the Committee, they will attend separately from the solicitor.