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On-line Complaint and Inquiry Form

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Important information before you submit an online complaint or inquiry

The staff of the Legal Services Commission are ready to deal with any [complaints](#) or inquiries that you may have regarding the conduct of legal practitioners, law practice employees or unlawful operators who are regulated by the [Legal Profession Act 2007](#). This form has been designed so that you can make an online complaint or inquiry. Once you have completed the form it will be assessed by one of our officers and we will be in contact with you as soon as possible. We will do whatever we can to resolve your concerns - formally, if we assess your concerns as a complaint or informally if we assess them as an inquiry.

Before you lodge an online complaint or inquiry form it is very important that you:

- understand that you cannot save this form and return to finish it later. If you think that you cannot provide details of your complaint or inquiry in one go, do not start completing this form now. Instead, type and save the details of your complaint or inquiry in a separate document, then copy the text and restart this online form. When you reach Step 3 you can paste your details directly into the form.
- understand that some parts of this form are relevant only to people wishing to make a formal complaint. If you are lodging an inquiry, you simply do not need to consider this information.
- consider less formal ways to resolve the problem. You may be able to resolve an issue about the way in which your matter is being managed by a legal practitioner by talking directly to the person concerned or a more senior person at the same firm. If you require more information about dealing with your lawyer, please see our factsheet [Communicating with your lawyer](#).
- read the Commission's [Costs Factsheet](#) before completing the online form if your complaint is about costs.
- understand that you cannot attach any documents to this form. If you believe that you need to provide us with documentary material, please complete and post us a "word" version of your complaint together with your documents. Otherwise if you have electronic documents that will help our assessment of your inquiry or complaint you can send them to lsc@lsc.qld.gov.au once you have completed this form.
- be aware that the [Legal Profession Act 2007](#) requires us, if we

decide to investigate a complaint, to tell the legal practitioner what the complaint is about and who made it. In that case, we might need to send the information you have provided on this form to the legal practitioner you are complaining about to enable him or her to respond. This is to ensure both sides receive a fair hearing.

If you are complaining or inquiring about more than one person, you will need to submit separate forms for each person. However, after completing the first form, you will only need to complete steps 2 and 3 for each additional respondent.

Our staff at the Legal Services Commission can provide advice on how to complete this form. Consumer concerns about issues such as communication with your lawyer, delays in dealing with instructions, or legal costs, may sometimes be resolved by negotiation. You can call us on 3406 7737 or, if you are calling from outside Brisbane, on 1300 655 754.

Privacy Statement

Please be aware that personal information you provide on this form is used by the Commission for the purposes of administering the Legal Profession Act 2007. Those purposes include assessing, mediating, investigating and prosecuting complaints about members of the legal profession.

For the purposes of assessing, mediating or investigating a complaint the Commission will usually disclose your personal information to the person you are complaining about, their legal representative and the legal profession's regulatory body, either the Queensland Law Society or the Bar Association of Queensland.

If a complaint proceeds to a disciplinary hearing then your personal information will usually be disclosed to one of the disciplinary bodies. Disciplinary hearings are open to the public.

Part of the Commission's role is to also conduct research projects aimed at protecting consumers of legal services and the public generally.

If the Commission conducts a research project you will not be identified. De-identified personal information may be disclosed to a research organisation to conduct the research project.

The Commission will not use or disclose your personal information for any other purpose not connected with the administration of the Legal Profession Act 2007 without your consent unless such use or disclosure is required or authorised by law. For further information please see the Commission's [privacy policy](#).

Complaint and Inquiry Form

If you require further information about a question, double click when you see the ? symbol

* indicates a required field

1. Your details

Name:

Title

Mr

***First names**

Gordon

***Surname**

Craven

Residential address:

Address	63 Nandroya Road
Suburb	Cooroy
State	QLD
Post code	4563
Country	Australia

Postal address (if different from above):

Address	
Suburb	
State	
Post code	
Country	Australia

***Contact details:**

Telephone number (daytime)	07 5472 0382
Telephone number (after hours)	07 5472 0382
Mobile phone number	
Fax number	07 5472 0382
Email	gordon@gordoncraven.com

Further Information (completion of this section is optional.)

Date of Birth:

Day (dd)	27
Month	July
Year (yyyy)	1948

Other details:

Gender

Female

Male

Unanswered

ATSI (Aboriginal/Torres Strait Islander)

- Yes
- No
- Unanswered

Occupation

Website administrator

Employment status

Unemployed

Country of birth

Australia

Main language at home

English

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Making a complaint or inquiry on behalf of another person

Are you making a complaint or inquiry on behalf of another person?

- No, I am acting on behalf of myself
- Yes, I am acting for a minor
- Yes, I am exercising Power of Attorney
- Yes, I am acting as a guardian and/or administrator
- Yes, I am a solicitor/legal practitioner acting on behalf of a client
- Other (give details)

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2. Respondent (person you are making the complaint or inquiry about)

Who is your complaint or inquiry about?

My complaint or inquiry is about

a solicitor

Title

Mr

First names

Caeli

Surname

Lovell

Firm details:

Firm name	Archibald & Brown
Firm address	Level 1, 293 Queen Street
Suburb	Brisbane
State	QLD
Post code	4000
Postal address	GPO Box 2136
Suburb	Brisbane
State	QLD
Post code	4001

Contact details:

Telephone number (daytime)	07 3167 6200
Telephone number (after hours)	
Mobile phone number	
Fax number	07 3167 6200
Email	cml@archibaldbrown.com.au

The respondent was acting on behalf of:

- Myself**
- Another person (give details)**

HIMSELF
AND his law firm Archibald & Brown
AND his clients

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3. Complaint or inquiry details (details of the conduct you are reporting)

Conduct details:

The respondent was consulted about

Z - Other

Details

The respondent is suing me for defamation in the Su
Brisbane.

SEE BELOW

When did the conduct you are reporting occur?

19 June 2009 to current

If it occurred more than three years ago, please explain the reasons for the delay

Have you tried to resolve your concerns with the respondent?

Yes (give details)

I am ignored and I do not believe it is my obligation to deal with this delinquent conduct.

No

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Purpose of the complaint or inquiry

What is the main purpose of your complaint or inquiry?

- To have the respondent disciplined**
- To resolve my dispute with the respondent**
- To improve my communication with the respondent**
- To have my documents/files transferred**
- To improve the service provided by the respondent**
- To receive an apology**
- Other (give details)**

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Summarised details of your complaint or inquiry

*Summary

The respondent is suing me for defamation in the Supreme Court Brisbane.

File No. 6747/09 ARCHIBALD AND BROWN PTY LTD (A FIRM) & others -V- CRAVEN

COMPLAINT 1.

On 3 August 2009 the respondent was ordered by Justice McMurdo to file and served a statement of claim within 14 DAYS.

The respondent is in default of this court order and as such is potentially in contempt of court.

I believe it is grossly improper and below the standard of conduct that is expected from a solicitor and officer of the court to be in such apparent defiance of an order from the court that he is registered to practice in.

COMPLAINT 2.

At 8-55am on 19 June 2009 I received a telephone message from the respondent made at 8-22am that gave notice for me to attend in the Supreme Court Brisbane at 10-00am for a hearing on 19 June 2009 that did not exist.

COMPLAINT 3.

On 22 June 2009 I received the following information in an email from the respondent:

"This matter went before Justice Daubney at the Supreme Court on Friday 19 June 2009 as foreshadowed in our correspondence to you of 16 June 2009. We note that you did not appear, despite having received our correspondence and telephone message to you".

I believe the information to be false.

COMPLAINT 4.

The professional independence and conflict of interest issues arising when a lawyer joins with his clients in proceedings.

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Full details of your complaint or inquiry

*Details

FULL DETAILS ARE PUBLISHED AT:
<http://www.fair-trading.com.au/reports/sc-report1.html>

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You must complete the following declaration:

Declaration:

I have read through this completed form and consider that, to the best of my knowledge, all of the information provided is true, correct and not misleading, and that no relevant information has been omitted.

I understand that it is an offence to provide false and misleading information to the Commission.

Please print your name and enter the current date below.

A complaint or inquiry cannot be dealt with unless you have entered your name and date.

*Declaration:

Name

Gordon Craven

Date (dd/mm/yyyy)

28/08/2009