

# Stakeholder Feedback Survey 2013

We are keen to get feedback from the people we deal with as we go about our work - from people who have made inquiries or complaints; from lawyers who have been subject to complaints; and from our stakeholders. Your feedback will help us improve our services.

THIS SURVEY FORM HAS BEEN SPECIFICALLY DESIGNED FOR STAKEHOLDERS - including but not limited to members of private law firms, legal academics, people from the professional associations and community legal services sector and members of the public. We also include as stakeholders lawyers who have made a complaint to us on a client's behalf or who have responded to a complaint on a lawyer's behalf.

There are separate surveys for people who have made inquiries or formal written complaints, or for lawyers who have had a complaint made against them. If you have made an inquiry or a formal written complaint, please complete the INQUIRER or COMPLAINANT survey. If you are a lawyer who has been subject to complaint, please complete the RESPONDENT survey found also on our site.

Your answers to this survey are absolutely confidential, we will not and in fact cannot identify any individual respondents to this survey, nor will we or will we be able to link the responses to a particular complaint.

As you go through the survey, please tick "next" at the bottom of each page to move to the next question. You may exit the survey at any time and return to complete it.

The survey is being conducted using SurveyMonkey which is based in Portland, Oregon, United States of America. Information you provide on this survey will be transferred to SurveyMonkey's server in the United States of America. By completing this survey, you agree to this transfer.

Thank you for participating in this stakeholder survey.

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## Familiarity with the Legal Services Commission

### 1. I have had direct contact with the LSC by (tick all that apply)

- Being jointly engaged with the LSC on professional standards matters
- Being a reference group member
- Working on reference groups where the LSC was also a member
- Participating in LSC projects
- Working on collaborative projects with the LSC
- Attending one or more of the joint LSC and Griffith University symposia
- Attending conference/s where the Commissioner or staff were speakers
- Undertaking CLE training where the commissioner or LSC staff presented some of the content
- Undertaking University courses where the commissioner or LSC staff presented some of the content
- Undertaking in-house training in my law firm where the commissioner or LSC staff presented some of the content
- Having a complaint made against me
- Representing a respondent to a complaint
- Making a complaint to the LSC about a lawyer

Other (please specify)

### 2. I have had indirect contact with the LSC by

- Receiving LSC e-newsletter/s
- Participating in one or more of the LSC Ethics Checks (online surveys)
- Working through the interactive scenarios
- Reading the LSC Annual report/s
- Reading articles about the LSC in newspapers and magazines
- Reading articles about the LSC in newsletters from my industry association, organization or corporation
- Reading articles written by the Commissioner or staff in academic journals
- Reading articles in academic journals about the LSC

Other (please specify)

### 3. Have you visited the LSC website?

- Yes
- No

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## 4. If you answered "yes" how satisfied are you that the website

	1 (very dissatisfied)	2	3	4	5	6 (very satisfied)
Is easy to navigate	<input type="radio"/>					
Is clear	<input type="radio"/>					
Is informative	<input type="radio"/>					
Is relevant to your needs or interests	<input type="radio"/>					

Other (please specify)

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We welcome your feedback and views

## 5. The LSC's business plan contains the following strategies and values. How satisfied are you that the LSC adheres to those strategies and values by

	1 (very dissatisfied)	2	3	4	5	6 (very satisfied)
Delivering an effective system for dealing with complaints about the conduct of legal practitioners and law practice employees	<input type="radio"/>					
Being accessible to the legal community	<input type="radio"/>					
Being accessible to legal services consumers	<input type="radio"/>					
Being well informed and thorough	<input type="radio"/>					
Being transparent	<input type="radio"/>					
Being responsive	<input type="radio"/>					
Being independent	<input type="radio"/>					
Being fair	<input type="radio"/>					
Being accountable	<input type="radio"/>					

What improvements could be made?

## 6. How satisfied are you that the LSC interacts successfully with the legal community and consumers of legal services in the following ways ? Are you satisfied the LSC

	1 (very dissatisfied)	2	3	4	5	6 (very satisfied)
Responds to complaints against members of the legal profession in a fair manner to all	<input type="radio"/>					
Responds to complaints against members of the legal profession in an effective manner	<input type="radio"/>					
Is proactive in contributing to the improvement of standards in the legal profession	<input type="radio"/>					
Promotes discussion of critical ethical issues in the profession	<input type="radio"/>					
Effectively consults with the profession on its development of regulatory guides	<input type="radio"/>					

Please comment if you wish

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## 7. What is your overall impression of the LSC's performance?

- 1 (very unsatisfactory)
- 2
- 3
- 4
- 5
- 6 (very satisfactory)

## Demographics

### 8. We will not be able to identify you but it will help us to know the category of organization you are from. Your organization is

- A private legal practice
- An incorporated legal practice
- A government legal practice
- Queensland Law Society
- Bar Association of Queensland
- A tertiary academic institution
- Supreme or district courts
- Magistrates court
- A community legal centre
- Legal Aid
- Or, you are a member of the public
- A statutory body

Other (please specify)

### 9. If you are a lawyer in a private law firm, how many people hold practising certificates in your firm?

- 1-5
- 6-12
- 13-24
- 25-50
- 51-100
- 101 - 200
- >200

### 10. If you are a lawyer in private practice, what is your primary area of practice?

- General practice
- Commercial and company law
- Conveyancing
- Deceased estates and trusts
- Family/de facto law
- Personal injuries and workcover
- Litigation (general)
- Other (please specify)

**11. Thank you for your time in completing this survey. We appreciate all feedback. Do you have any further comments?**