



THE OFFICE OF THE LEGAL SERVICES COMMISSIONER

OLSC INTERNAL DELEGATIONS

INSTRUMENT OF DELEGATION

Complaints Manager

Pursuant to section 28 Legal Profession Uniform Law Application Act 2014, I, John McKenzie, Legal Services Commissioner, hereby delegate to the Complaints Manager the powers, duties and functions set out below.

The powers in the sections specified in Column 1 are delegated.

The functions listed in Column 2 are for reference only and do not limit the operation of the delegation.

John McKenzie
Legal Services Commissioner (NSW)

Dated: 30 May 2018

COLUMN 1	COLUMN 2
Legal Profession Uniform Law	Function
Section 266(1)	To initiate a complaint against an Australian lawyer or Australian-registered foreign lawyer.
Section 267(1)	To receive complaints about Australian lawyers or Australian registered foreign lawyers.
Section 269	To determine whether a complaint should be resolved by the exercise of functions relating to consumer matters

Legal Profession Uniform Law	Function
Section 272(1)(2)	To waive time requirements for making a complaint.
Section 276(1)	To conduct a preliminary assessment of a complaint.
Section 277	To close a complaint after preliminary assessment
Section 279 (1)	To notify a respondent about a complaint.
Section 281(1)	To except the requirement for notification of a complaint.
Section 282 (1)	To investigate complaints.
Section 283(1)	To extend the scope of an investigation.
Section 284(1)	To refer a matter for costs assessment.
Section 287	To informally resolve a consumer matter.
Section 288	To order parties to a complaint to attend mediation and to conduct mediation.
Section 289	To prepare a written record of a settlement agreement.
Section 290	To make a determination in a consumer matter
Section 291	To deal with a costs dispute.
Section 292	To make a binding determination about costs
Section 299	To make a finding of unsatisfactory professional conduct and determine a disciplinary matter
Section 313	To conduct an internal review of a decision made by the Commissioner or his delegate
Section 318	To provide notice of closure, determination or decision on a complaint to the complainant and the respondent.
Section 370	To require access to documents and provide information relating to the affairs of a law practice.
Section 371	To provide notice to produce documents, written information and access to documents relating to the affairs of a lawyer.
Section 372	To inspect and copy documents.
Section 373	To retain and return documents.
Section 374	To enter premises.
Section 375	To search premises, operate equipment on premises, take possession of relevant material and retain it, make copies of relevant material, seize and take away relevant material, inspect, access, download, copy or seize and take away any computer or equipment, require a person to state full name, date of birth and address, answer questions and give other assistance to the investigator.
Section 377	To apply for a search warrant.
Section 384	To inspect books.
Section 385	To hold hearings