+ Complaints policy

Extra Law hopes that your dealings with Extra Law (including with your Extra Law Team member) meet your expectations of client service, and, of course, we strive for extra!

If, however, Extra Law does not meet the standards you expect or you have a complaint about Extra Law or your Extra Law Team Member, please contact Valerie Bland using any of the following methods:

- by phoning her mobile +64 21 266 4294;
- by emailing valerie.bland@extralaw.co.nz;
- by sending a letter to PO Box 15228, Miramar, Wellington 6243

Extra Law will also be actively monitoring its internal complaint procedures and may introduce an additional independent review option for clients in the future if the need arises.

If the internal complaint process does not resolve matters, you can consider lodging a concern or laying a complaint with the Lawyers Complaints Service, which is a service set up by the New Zealand Law Society (NZLS).

+ More information about the Lawyers Complaints Service

Contact the Lawyers Complaints Service: The Lawyers Complaints Service will provide you with assistance and information in relation to complaints. This includes information about your rights and options if you are unsure whether you have grounds for making a complaint. You can contact the Lawyers Complaints Service on 0800 261 801 or by emailing complaints@lawsociety.org.nz.

Advise NZLS of your concern: use the online Concerns Form, and a Legal Standards Officer will ring to talk to you.

Lawyers Complaints Service brochure: Download the brochure (PDF) or you can request a copy by phoning 0800 261 801 or by emailing complaints@lawsociety.org.nz.

Complaint Form: If you decide to make a complaint, you can download the NZLS Complaint Form (PDF). You can also request a copy by phoning 0800 261 801 or by emailing complaints@lawsociety.org.nz.

Lawyers Standards Committees decisions 2018 to 2022: You can view decisions where publication has been directed by the Standards Committee here: https://www.lawsociety.org.nz/for-the-public/complaining-about-a-lawyer/standards-committee-decisions/