

The Florida Bar
651 E. Jefferson Street
Tallahassee, Florida 32399-2300
Toll Free 1-866-352-0707 (ACAP)

PLEASE READ THESE IMPORTANT INSTRUCTIONS

Please read all instructions carefully before completing the inquiry/complaint form. If the form is not properly completed it may be returned for correction. **You may submit up to a total of 25 pages including the inquiry/complaint form and exhibits.** You may indicate that additional evidence or exhibits are available upon request. If you have not already done so, you may contact the Attorney/Consumer Assistance Program (ACAP) at the above toll-free number, to see if they can help resolve the matter about which you wish to complain. Please legibly print or type in black ink only.

PLEASE NOTE: The Florida Bar cannot intervene on your behalf in a civil or criminal case, nor can we give you legal advice. We do not have jurisdiction to consider complaints against judges and many elected officials. Our lawyer regulation department considers whether an attorney has violated our rules of conduct and determines whether, under the totality of the circumstances, The Florida Bar will seek discipline against the attorney. If your inquiry/complaint is closed, you will receive a written explanation of the reasons for the closure.

PART ONE – Complainant Information. You must give your name, address, email address and phone number. If you have already contacted ACAP, please indicate your ACAP reference number in the space provided. If your inquiry/complaint pertains to a matter currently in litigation, please indicate that in the space provided.

PART TWO – Attorney Information. You must give the name, Bar Number, address, email and phone number of the subject attorney. The Bar Number and address of the attorney are particularly important as many lawyers have the same or similar names. You may find the attorney's Bar Number and contact information by going to www.floridabar.org and searching under Find A Lawyer. **List only one attorney per form (you may copy this form if you need additional copies). The Florida Bar processes inquiry/complaint forms only against individual attorneys, not against law firms or offices.**

PART THREE – Facts/Allegations. On a separate sheet, describe the conduct of the attorney by including the details, in chronological order, and supplying dates where possible. Please be aware that simply alleging conclusions without setting out facts that support those conclusions will result in the need for the Bar to ask you for additional information and may delay a disposition of your complaint. Please number any additional pages you attach. If you have letters, documents or other evidence, you should attach photocopies (**DO NOT SEND ORIGINAL DOCUMENTS**). It is helpful if you mark your attachments as exhibits (A, B, C, etc.), and refer to them in your description of your complaint. **Please do not bind, staple, tab or index your documents. You may underline but DO NOT HIGHLIGHT documents.** Highlighting will obscure the underlying text when scanned into our computers. **Please do not attach media such as audio files, thumb/flash drives, CDs, oversized documents, or photographs. Do not submit .jpeg, .mpeg, .mp3 or links to online materials including Dropbox.** We cannot process any media that cannot be scanned into the electronic record. It is not necessary to include a copy of these instructions.

PART FOUR – Witnesses. Your inquiry/complaint will be considered even if there are no witnesses. If you have witnesses, attach an additional sheet with the name, address and telephone number for each witness, and include a brief description of the facts about which that witness would testify. If you do not attach a list of witnesses, we will presume that you have no witnesses, other than the attorney and yourself.

PART FIVE – Signature. You must sign the form and certify under penalty of perjury that your allegations are true. Unsworn complaints are not considered. **Submit the inquiry/complaint form to our office via U.S. Mail at:**

The Florida Bar
Attn.: ACAP
651 East Jefferson Street
Tallahassee, Florida 32399-2300

Or via email at:

ACAPIntake@floridabar.org

IMPORTANT NOTICE FOR COMPLAINANTS AND RESPONDENT-ATTORNEYS

MAILING AND EMAILING INSTRUCTIONS

Materials Received That Do Not Comply With These Instructions May Be Returned Or Not Otherwise Incorporated Into The File

The Florida Bar converts its disciplinary files to electronic media. All submissions are scanned into an electronic record and hard copies are discarded. To help ensure the timely processing of inquiries/complaints, responses and rebuttals, please review the following instructions prior to providing your submission.

1. Please limit your submission to **no more than 25 pages including exhibits**. If you have additional documents or material available, please reference the documents and/or materials in your written submission as available upon request. Should The Florida Bar need to obtain copies of any such documents and/or materials, a subsequent request will be sent to you.
2. **Please do not bind, staple, tab or index your documents. You may underline but do not highlight documents under any circumstances. Please do not submit materials in color.** When documents are scanned in our disciplinary files, highlighting and color will obscure the underlying text.
3. **Please do not attach media such as audio tapes, thumb/flash drives, CDs, or photographs.** We cannot process any media which cannot be scanned into the electronic record. Do not submit .jpeg, .mpeg, .mp3, or links to online materials including Dropbox.
4. **Please do not submit your original supporting documents.** All documents will be discarded after scanning and we will not be able to return any originals submitted to our office. The only original documents that should be provided to our office are the inquiry/complaint form, response and certificate of disclosure.
5. **Whether you are a complainant or a respondent-attorney, please do not submit confidential or privileged information.** Documents submitted to our office become public record. (Respondent-attorneys may wish to consult Rule 4-1.6 (e) of the Rules Regulating The Florida Bar.) Confidential/privileged information should be redacted. Such information includes, but is not limited to, bank account numbers, social security numbers, credit card account numbers, medical records, dependency matters, termination of parental rights, guardian ad litem records, child abuse records, adoption records, documents containing names of minor children, original birth and death certificates, biometric data such as fingerprints, Baker Act records, grand jury records, and juvenile delinquency records. If information of this nature is important to your submission, please describe the nature of the information and indicate that it is available upon request. Bar counsel will contact you to make appropriate arrangements for the protection of any such information (to the extent permitted by law) as part of the investigation of the complaint.
6. The review of inquiries and complaints is governed by Standing Board Policy 15.75. If the inquiry/complaint is closed by bar counsel, the complainant may request a review of the closure in accordance with the policy.
7. **Please provide your submission only one time. Do not submit duplicates via email, facsimile transmission or by any other means. Do not include these instructions. Respondent-attorneys do not need to include a copy of the complaint.**

Please be aware that materials received that do not meet these instructions may be returned or not otherwise incorporated into the file. Thank you for your consideration in this respect.

**The Florida Bar
Inquiry/Complaint Form**

**STOP - PLEASE DOWNLOAD THIS FORM TO YOUR COMPUTER BEFORE
FILLING IT OUT.**

PART ONE (See Page 1, PART ONE – Complainant Information.):

Your Name: _____

Organization: _____

Address: _____

City, State, Zip Code: _____

Phone: _____

Email: _____

ACAP Reference No.: _____

Does this complaint pertain to a matter currently in litigation? Yes _____ No _____

PART TWO (See Page 1, PART TWO – Attorney Information.):

Attorney's Name: _____ Florida Bar No. _____

Address: _____

City, State, Zip Code: _____

Phone: _____

**PART THREE (See Page 1, PART THREE – Facts/Allegations.): The specific thing or things I
am complaining about are: (attach additional sheet).**

**PART FOUR (See Page 1, PART FOUR – Witnesses.): The witnesses in support of my
allegations are: (attach additional sheet).**

PART FIVE (See Page 1, PART FIVE – Acknowledge Oath and Signature.):

YOU MUST PLACE YOUR MARK IN THE BOX ACKNOWLEDGING THE OATH AND
YOU MUST SIGN YOUR FULL NAME BELOW.

**Under penalties of perjury, I declare that the foregoing facts are true, correct and
complete.**

Print Name _____

Signature _____

Date _____