

20 September 2019

Attn: Mr S.M.S. Balaram
The Secretary,
High Level Committee Chaired by Lord Philips,
C/O Office of the secretary to Judges,
Astor Court
Port Louis

Dear Sir,

The Mauritius Law Society ("TMLS") refers to your email dated 21st June 2019 requesting for data on complaints received by TMLS for the last ten years.

TMLS did not have a seat nor administrative secretary prior to year 2015. Hence, each President of TMLS kept the complaints in his office and TMLS has no record of complaints received and the outcome of such complaints.

TMLS can provide the High-Powered Committee with data as from year 2014 only.

Between 2014 and August 2019, TMLS has received 163 complaints made up as follows:

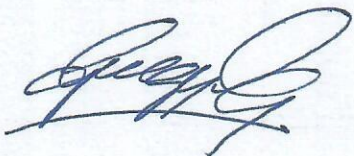
1. Professional negligence/ mistakes by Attorneys: 39 complaints
2. Complaints regarding fees claimed by Attorneys: 51 Complaints
3. Complaints regarding conflict of interest allegedly committed by Attorneys: 18 complaints
4. Others: 55 complaints

The outcome of the complaints was as follows:

- I. TMLS was satisfied with explanations furnished by the Attorney: 39 complaints
- II. TMLS refused to intervene as the complaints did not constitute breach of code of ethics (although they may have constituted professional negligence): 37 complaints
- III. TMLS intervened and persuaded the attorneys to refund all or part fees or return files to clients: 26 complaints
- IV. There is no record of any action taken by previous councils after explanations were received from attorneys: 11 complaints.
- V. Complaints which are still under investigation: 42 complaints.
- VI. Others: 8 complaints

Lastly, TMLS would like to apologise for the delay taken to revert to the High-Powered Committee and if this has caused any delay/ inconvenience to the High-Powered Committee.

Yours faithfully



Georgy Ng Wong Hing,
Secretary

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