

OFFICE OF THE CHAPTER 13 BANKRUPTCY TRUSTEE
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To: Debtors Who Have Complaints About Their Attorney

If you are having problems with your attorney or are not satisfied with the representation you have received, your first step should always be to meet with the attorney (preferably “face to face”) to discuss your concerns. It is the fastest, least expensive way to deal with such matters, and will often be all that is needed to resolve your concerns. Many attorney-client problems are the result of mis-communication or lack of communication, and can be remedied once the issues are brought into the open.

If after talking with the attorney you are still not satisfied, you have several other options:

1. **Consulting another attorney:** You always have the right to (a) consult with another attorney to obtain a second opinion about your situation and your rights, and (b) obtain a new attorney in your case. If you cannot find an appropriate attorney on your own, your local telephone book Yellow Pages will carry a list of local attorneys, the Virginia State Bar (tel: 1 800 552 7977) can refer you to an attorney from its Lawyer Referral list, or I can give you the names of several attorneys in your geographic area who regularly file Chapter 13 cases.

2. **Filing a complaint with the Virginia State Bar:** If you wish to file a complaint against an attorney licensed to practice law in Virginia, you can contact the Virginia State Bar. It is the state agency charged with regulating and disciplining Virginia attorneys. You can contact this agency online at <http://www.vsb.org/site/regulation/inquiry/>, or at the following address:

Virginia State Bar (Complaint against an Attorney)
707 East Main St., Suite 1500
Richmond VA 23219-2803
Tel: (804) 775-0570; fax: (804) 775-0501

3. **Filing a complaint with the United States Trustee:** You can file a complaint against the attorney with the Office of the United States Trustee, which is the federal agency charged with monitoring the federal bankruptcy system. Its regional office is in Roanoke, and you can contact this agency at:

Office of the United States Trustee for Region IV
First Campbell Square, 210 First St., # 505
Roanoke VA 24011
Tel: (540) 857 2806; fax: (540) 857 2844

4. **Filing a complaint with the Bankruptcy Court Judge:** If your case is still pending, you can write to the Bankruptcy Court Judge assigned to your case. My office can provide you with the name and address of the appropriate Judge.

This information is provided as part of my statutory obligation to assist debtors such as yourself in the performance of your Chapter 13 plan. My office is not allowed to give you legal advice. The sole purpose of this letter is to make you aware of your options if you are dissatisfied with your attorney. I cannot “take sides” in this matter, and this letter should not be interpreted to mean that I have investigated or determined the validity of your complaints.

Herbert L. Beskin, Chapter 13 Trustee