



The Law Society of  
Upper Canada

Barreau  
du Haut-Canada

# **The Professional Regulation Division**

## **Quarterly Report**

April – June 2015

## **The Quarterly Report**

The Quarterly Report provides a summary of the Professional Regulation Division's complaints activity and achievements during the past quarter, April 1 to June 30, 2015. The purpose of the Quarterly Report is to provide information on the production and work of the Division during the quarter and to explain the factors that may have influenced the Division's performance.

## **The Professional Regulation Division**

Professional Regulation is responsible for responding to complaints against licensees, including the resolution, investigation and prosecution of complaints which are within the jurisdiction provided under the *Law Society Act*. In addition the Professional Regulation provides trusteeship services for the practices of licensees who are incapacitated by legal or health reasons. Professional Regulation also includes the Compensation Fund which compensates clients for losses suffered as a result of the wrongful acts of licensees.

See Appendices for a case flow chart describing the complaints process as well as a chart of the Professional Regulation's departments.

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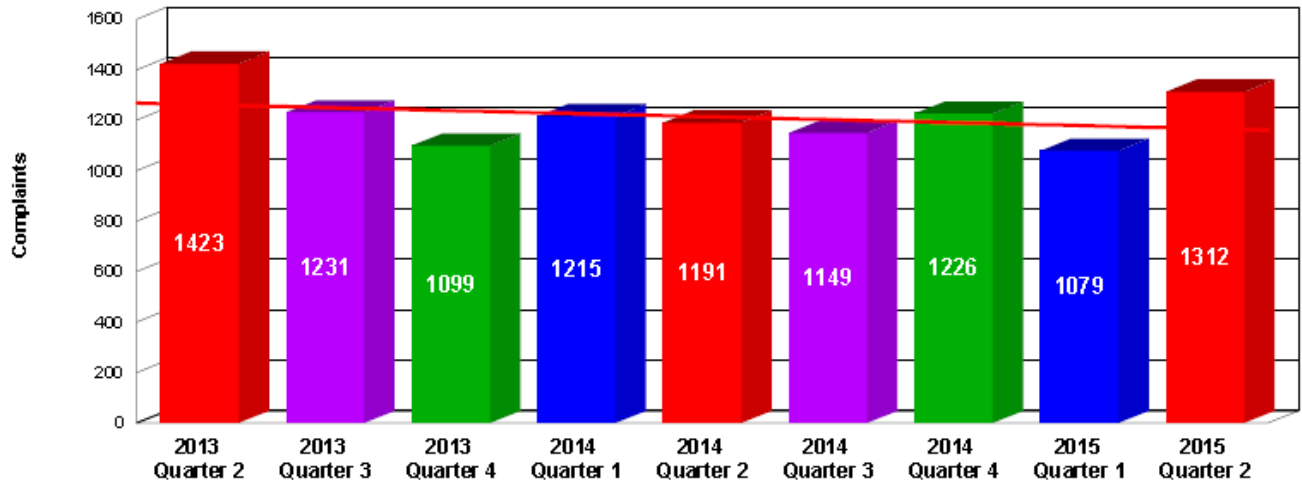
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## **SECTION 1**

### **DIVISIONAL PERFORMANCE DURING THE QUARTER**

## PERFORMANCE IN THE PROFESSIONAL REGULATION DIVISION

**Graph 2A: Complaints<sup>1</sup> Received in the Division**



### Detailed Analysis of Complaints Received in the Division

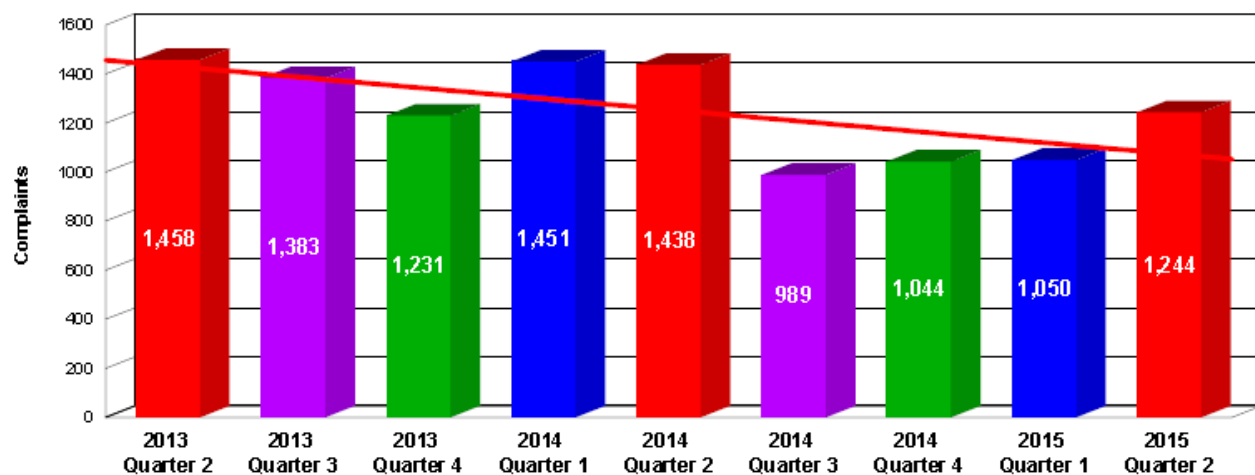
	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
<b>Complaints against Lawyers</b>	882	936	1004	862	946
<b>Lawyer Applicant Cases ★</b>	17	25	4	7	62
<b>Complaints against Licensed Paralegals</b>	126	117	150	134	158
<b>Paralegal Applicant Cases ★</b>	118	20	20	33	96
<b>Complaints against Non-Licensees/Non-Applicants*</b>	48	51	48	43	50
<b>TOTAL</b>	1191	1149	1226	1079	1312

★ Applicant cases include good character cases and UAP complaints

\* For a complete analysis of UAP complaints see section 3.4.

<sup>1</sup> Includes all complaints received in the Division from Complaints Services.

**Graph 2B: Complaints Closed<sup>2</sup> in the Division (by Quarters)**



**Detailed Analysis of Complaints Closed in the Division**

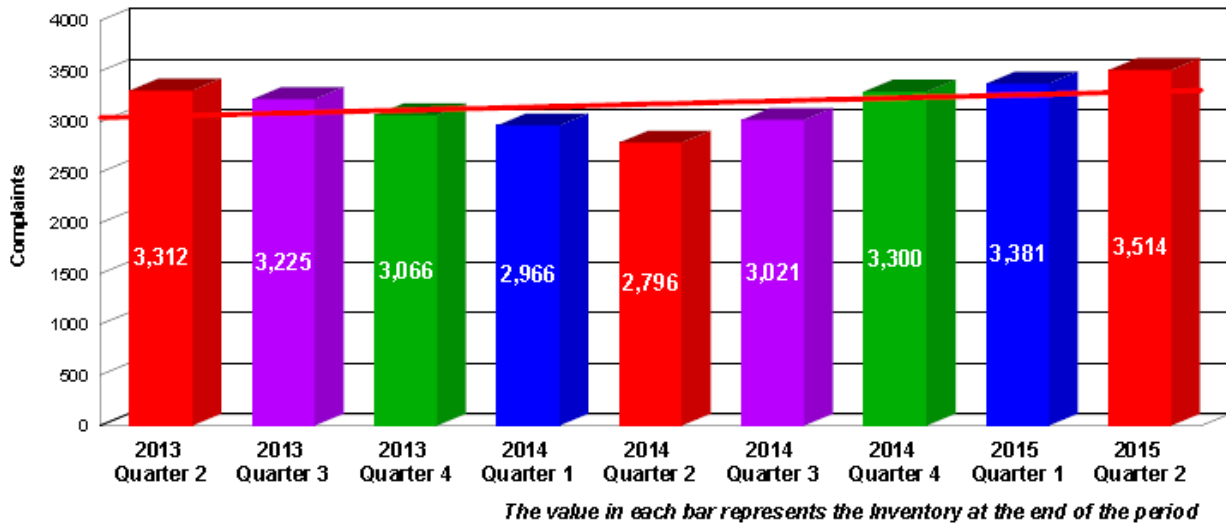
	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
<b>Complaints against Lawyers</b>	1067	780	826	832	937
<b>Lawyer Applicant Cases★</b>	69	16	14	9	60
<b>Complaints against Licensed Paralegals</b>	134	133	122	125	122
<b>Paralegal Applicant Cases★</b>	100	22	32	29	75
<b>Complaints against Non-Licensees/Non-Applicants*</b>	68	38	50	55	50
<b>TOTAL</b>	1438	989	1044	1050	1244

★ Applicant cases include good character cases and UAP complaints

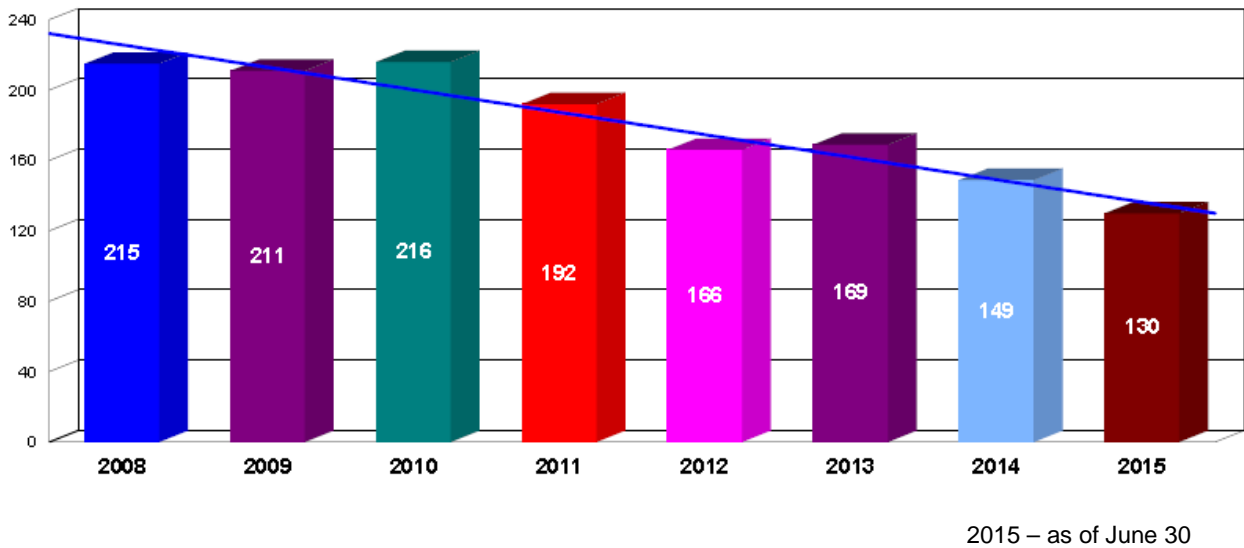
\* For a complete analysis of UAP complaints see section 3.4.

<sup>2</sup> This graph includes all complaints closed in Intake, Complaints Resolution, Investigations and Discipline.

**Graph 2C: Total Inventory<sup>3</sup>**



**Graph 2D: Median Age of Closed Complaints (days)<sup>3</sup>**



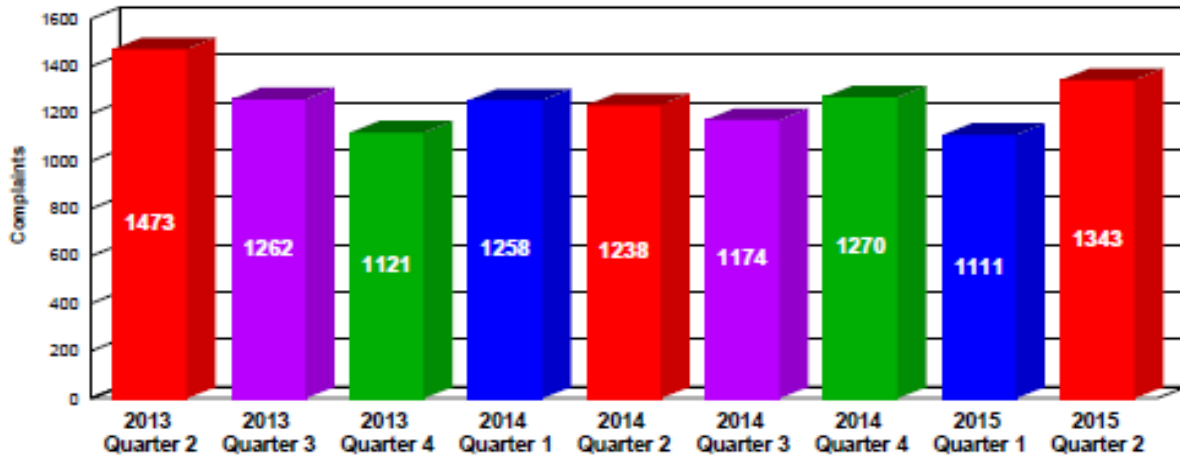
<sup>3</sup> These graphs do not include active complaints (enforcement matters) in the Monitoring & Enforcement Department.



## **SECTION 2**

# **DEPARTMENTAL PERFORMANCE DURING THE QUARTER**

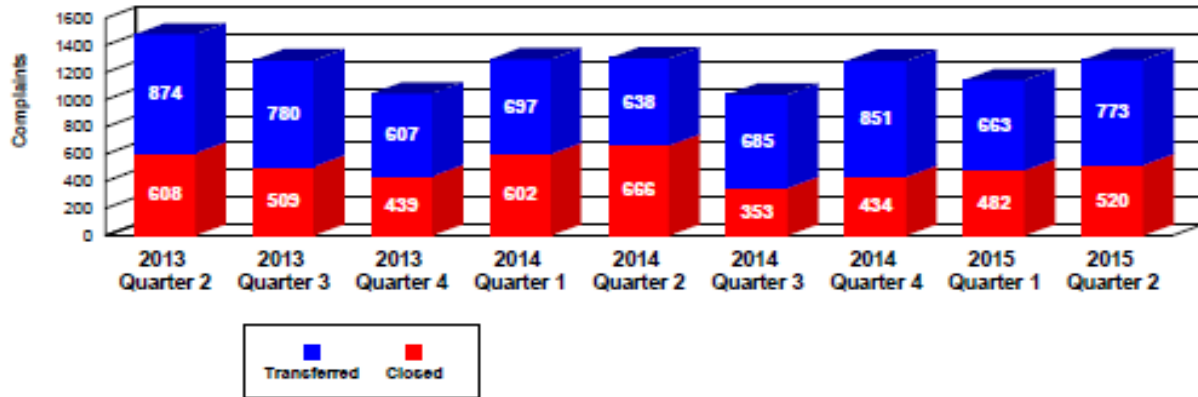
Graph 2.1A: Input<sup>4</sup>



<sup>4</sup> Includes new complaints received and re-opened complaints

## 2.1 – Intake

**Graph 2.1B: Complaints Closed and Transferred Out**



### Detailed Analysis of Complaints Closed and Transferred From Intake

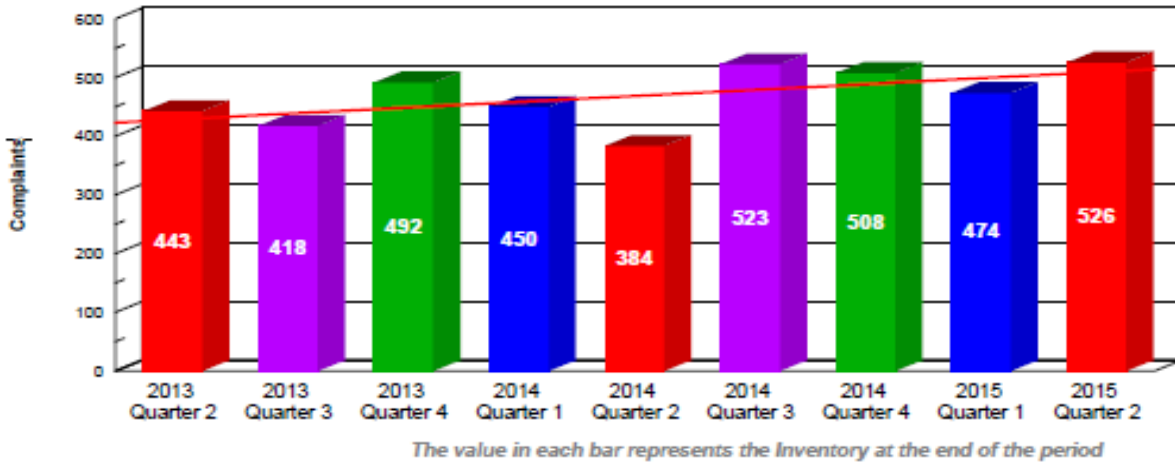
		Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
<b>Complaints against Lawyers</b>	Closed	439	291	342	399	354
	Transferred	482	576	687	525	562
<b>Lawyer Applicant Cases ★</b>	Closed	66	12	7	4	52
	Transferred	12	10	1	3	11
<b>Complaints against Licensed Paralegals</b>	Closed	60	32	41	35	34
	Transferred	79	74	116	97	127
<b>Paralegal Applicant Cases ★</b>	Closed	85	7	21	21	65
	Transferred	30	6	11	10	32
<b>Complaints against Non-Licensees/Non-Applicants*</b>	Closed	16	11	23	23	15
	Transferred	35	19	36	28	41
<b>TOTAL</b>	Closed	666	353	434	482	520
	Transferred	638	685	851	663	773

★ Applicant cases include good character cases and UAP complaints

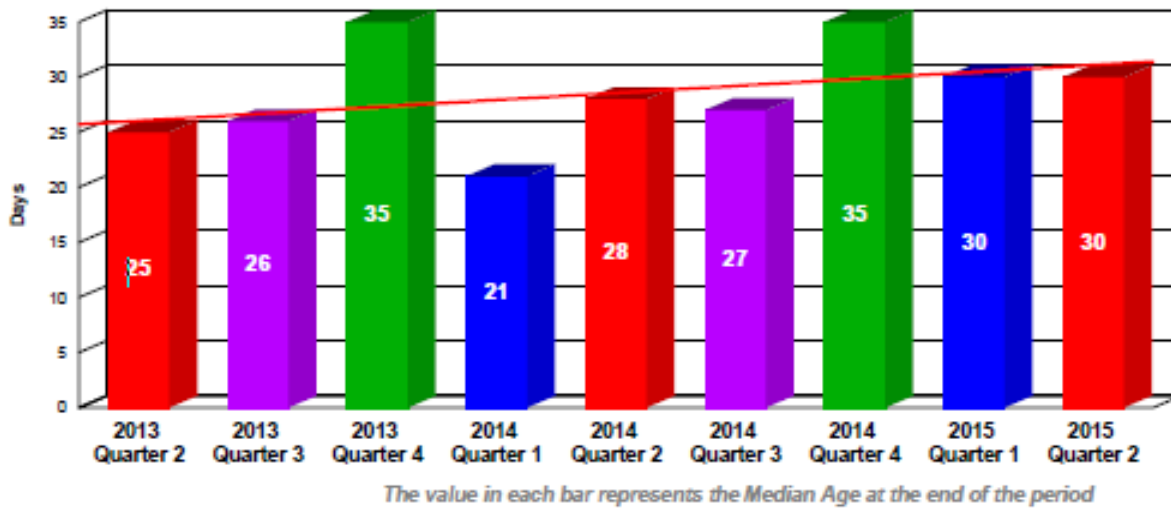
\* For a complete analysis of UAP complaints see section 3.4.

## 2.1 – Intake

**Graph 2.1 C: Department Inventory**

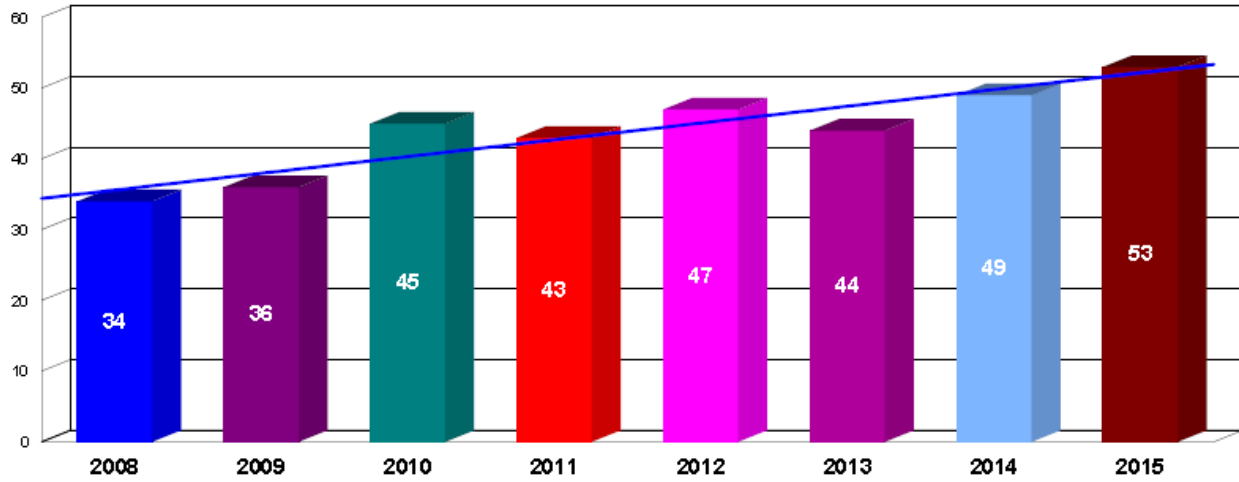


**Graph 2.1D: Median Age of Active Complaints**



## 2.1 – Intake

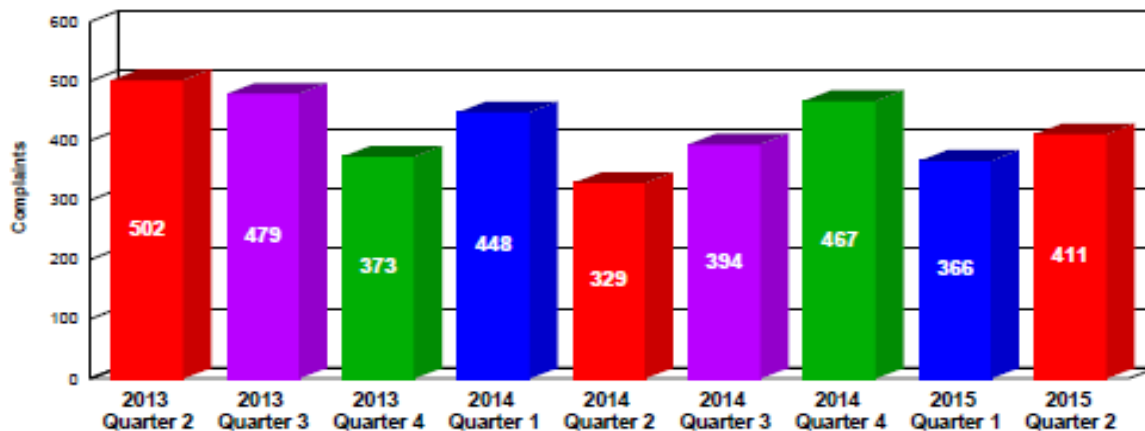
**Graph 2.1E: Median Age of Closed Complaints (days)**



2015 – as at June 30

## 2.2 – Complaints Resolution

Graph 2.2A: Input<sup>5</sup>



### Detailed Analysis of New and Re-opened Complaints in Complaints Resolution

	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
<b>Complaints against Lawyers</b>	295	346	410	325	352
<b>Lawyer Applicant Cases ★</b>	0	0	0	0	0
<b>Complaints against Licensed Paralegals</b>	34	48	56	41	59
<b>Paralegal Applicant Cases ★</b>	0	0	0	0	0
<b>Complaints against Non-Licensees/Non-Applicants*</b>	0	0	1	1	0
<b>TOTAL</b>	329	394	467	367	411

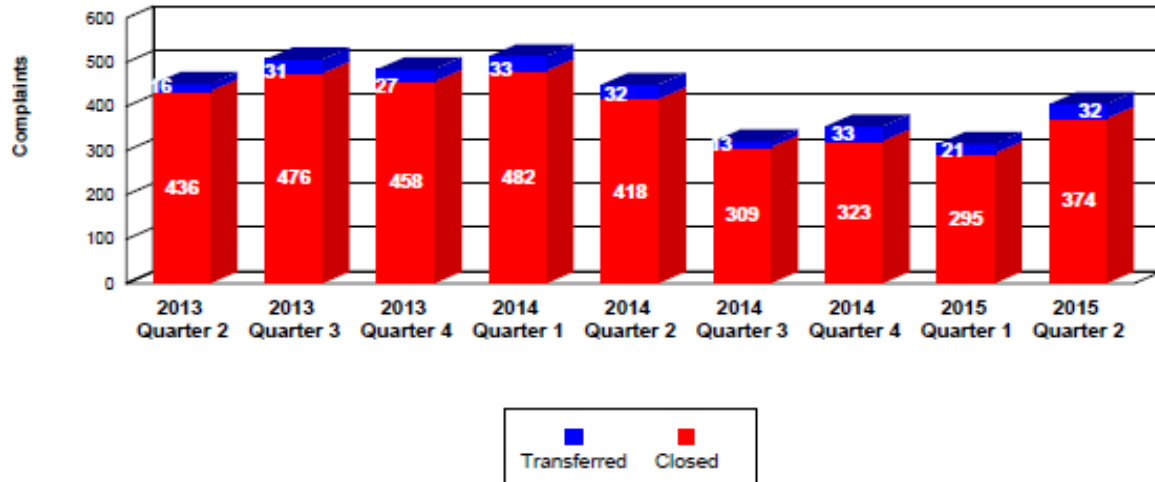
★ Applicant cases include good character cases and UAP complaints

\* For a complete analysis of UAP complaints see section 3.4.

<sup>5</sup> Includes new complaints received into the department as well as complaints re-opened during the Quarter.

## 2.2 – Complaints Resolution

**Graph 2.2B: Complaints Closed and Transferred Out**



### Detailed Analysis of Complaints Closed and Transferred From Complaints Resolution

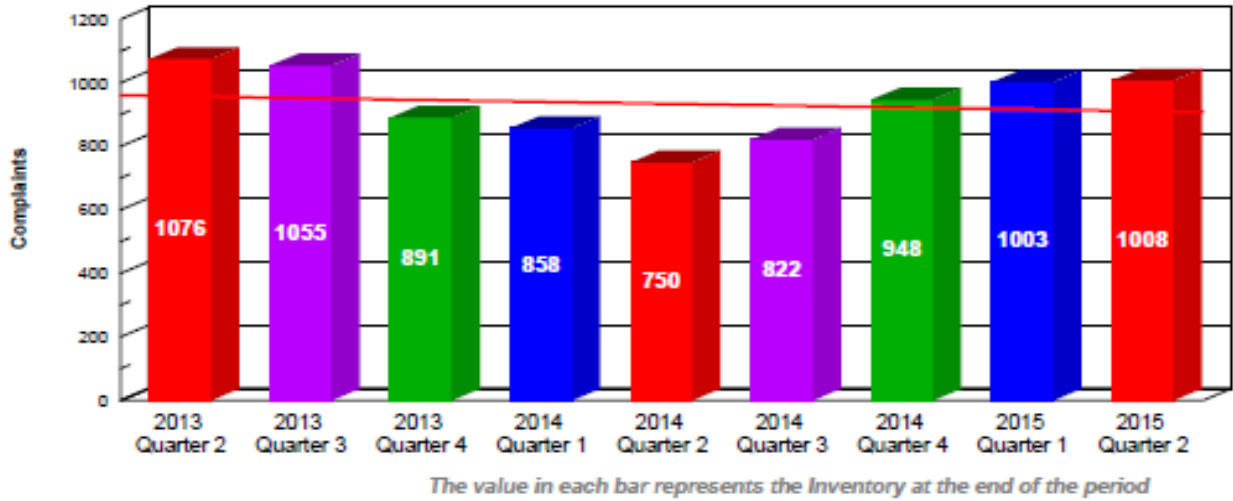
		Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
<b>Complaints against Lawyers</b>	Closed	389	273	286	265	329
	Transferred	30	13	28	13	25
<b>Lawyer Applicant Cases★</b>	Closed	0	0	0	0	0
	Transferred	0	0	0	0	0
<b>Complaints against Licensed Paralegals</b>	Closed	29	36	37	30	45
	Transferred	2	0	5	8	7
<b>Paralegal Applicant Cases★</b>	Closed	0	0	0	0	0
	Transferred	0	0	0	0	0
<b>Complaints against Non-Licensees/Non-Applicants*</b>	Closed	0	0	0	0	0
	Transferred	0	0	0	0	0
<b>TOTAL</b>	Closed	418	309	323	295	374
	Transferred	32	13	33	21	32

★ Applicant cases include good character cases and UAP complaints

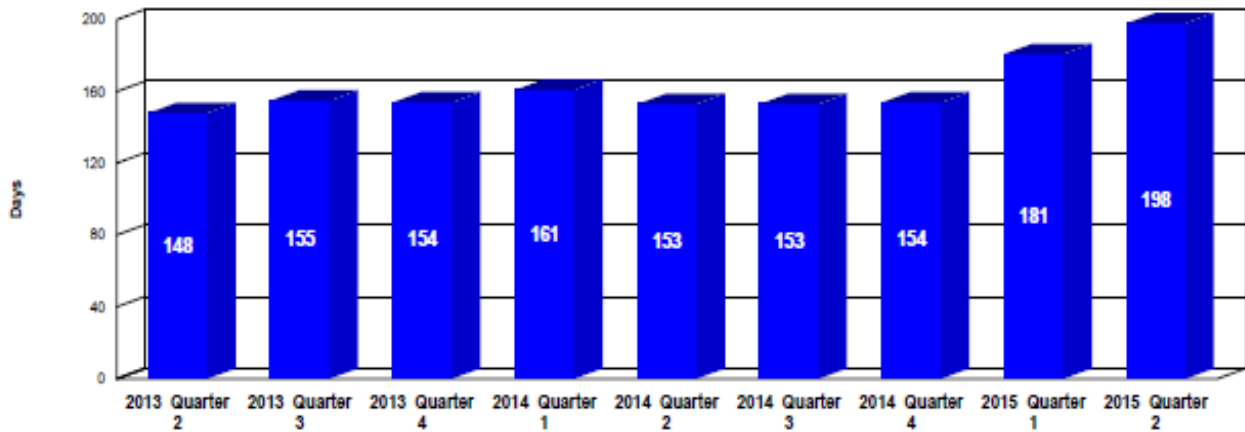
\* For a complete analysis of UAP complaints see section 3.4.

## 2.2 – Complaints Resolution

**Graph 2.2C: Department Inventory**



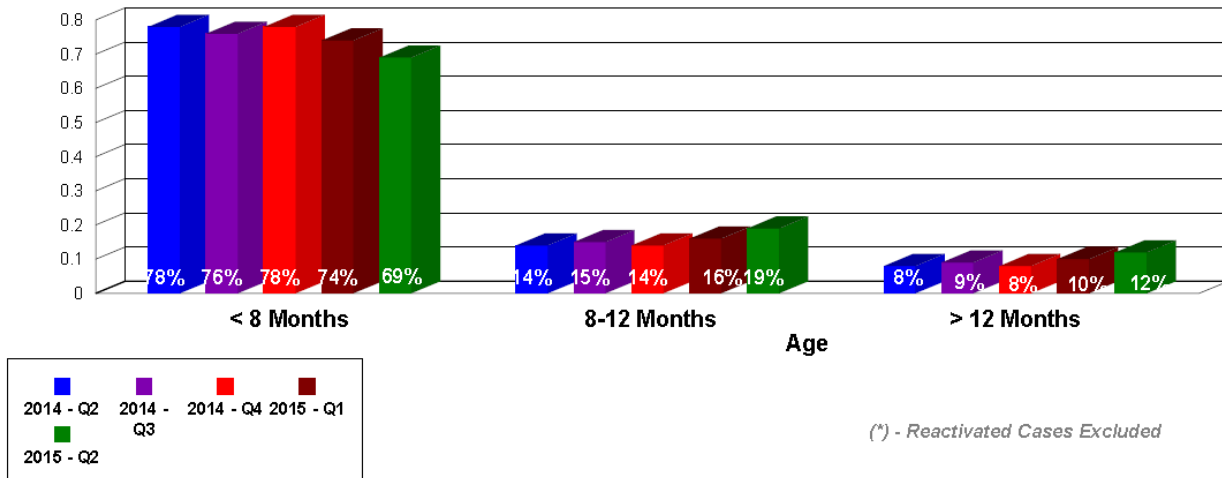
**Graph 2.2D: Median Age of Active Complaints**





## 2.2 – Complaints Resolution

**Graph 2.2E: Aging of Active Complaints**



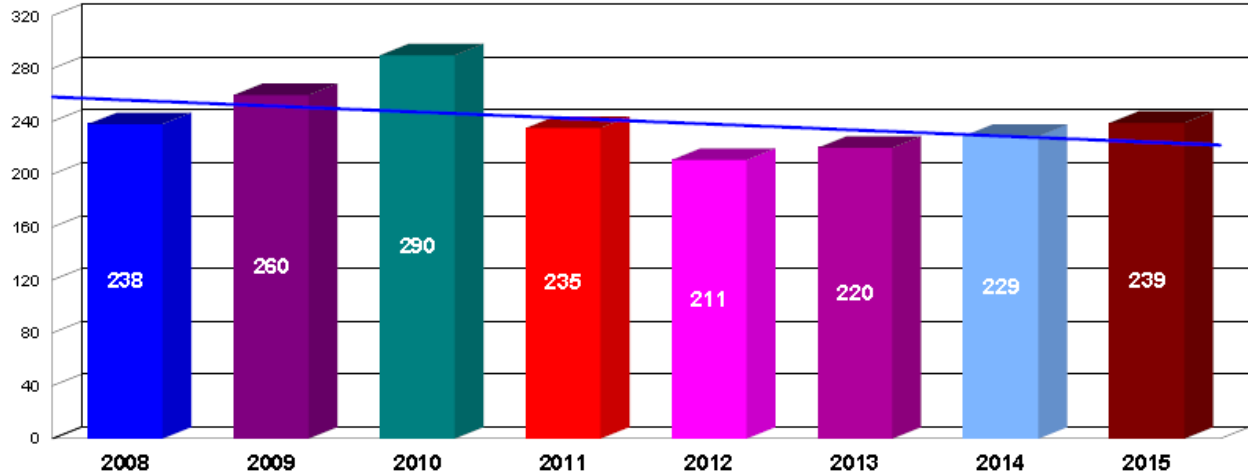
	<8 months	8 to 12 months	>12 months
<b>Q2 2014</b>	534 cases involving 487 subjects	100 cases involving 95 subjects	53 cases involving 42 subjects
<b>Q3 2014</b>	574 cases involving 521 subjects	114 cases involving 106 subjects	67 cases involving 54 subjects
<b>Q4 2014</b>	673 cases involving 620 subjects	120 cases involving 112 subjects	73 cases involving 60 subjects
<b>Q1 2015</b>	679 cases involving 625 subjects	147 cases involving 137 subjects	94 cases involving 70 subjects
<b>Q2 2015</b>	627 cases involving 579 subjects	177 cases involving 168 subjects	107 cases involving 78 subjects

Cases which have been in the process longer than 12 months are closely monitored. In almost all instances, the case is in this category due to reasons beyond the control of the Law Society. Cases are usually older than 12 months in Complaints Resolution for the following reasons:

- Newer complaints against the lawyer/paralegal are received. In some cases existing cases await the completion of younger cases relating to the same licensee;
- Delays on the part of licensees in providing representations and in responding to the investigators' requests. In a number of instances, the Summary Hearing process is required;
- Delays on the part of complainants in responding to licensee's representations and to investigators' requests for additional information; and
- New issues raised by the complainant requiring additional investigation.

## 2.2 – Complaints Resolution

**Graph 2.2F: Median Age of Completed<sup>6</sup> Complaints**

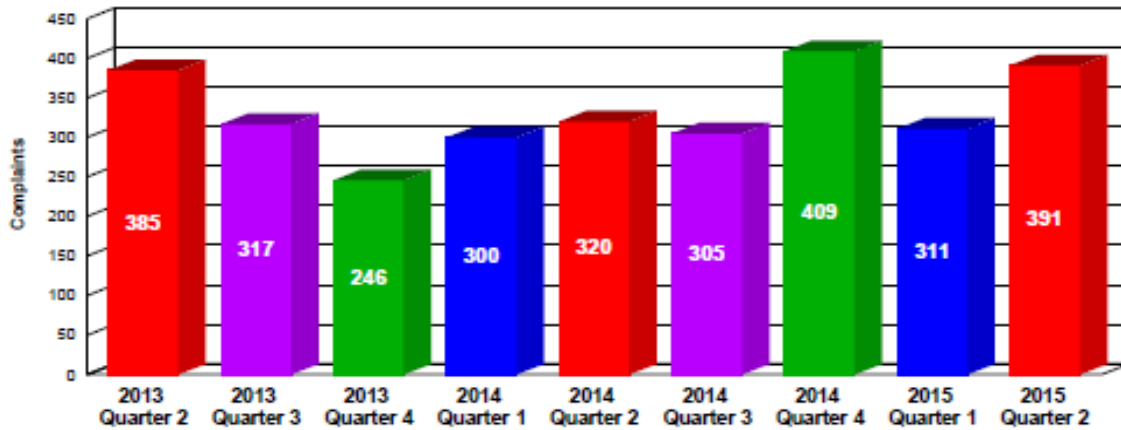


2015 – as at June 30

<sup>6</sup> Included are complaints closed by Complaints Resolution or transferred by the department to Discipline.

## 2.3 –Investigations

**Graph 2.3A: Input**



### Detailed Analysis of New and Re-opened Complaints Received in Investigations

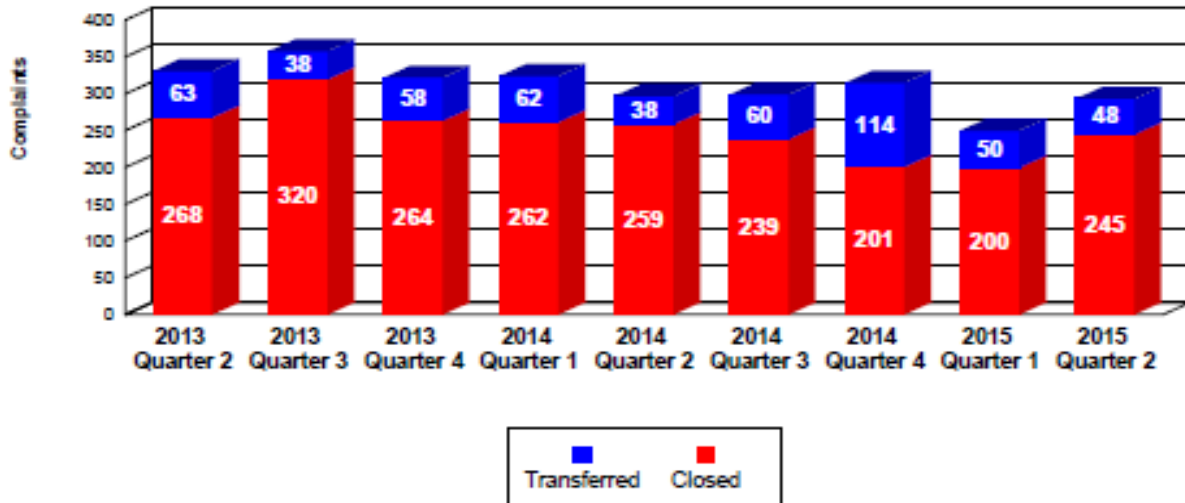
	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
<b>Complaints against Lawyers</b>	201	240	296	210	238
<b>Lawyer Applicant Cases ★</b>	12	10	2	3	11
<b>Complaints against Licensed Paralegals</b>	42	30	65	60	70
<b>Paralegal Applicant Cases ★</b>	30	6	11	11	32
<b>Complaints against Non-Licensees/Non-Applicants*</b>	35	19	35	27	40
<b>TOTAL</b>	320	305	409	311	391

★ Applicant cases include good character cases and UAP complaints

\* For a complete analysis of UAP complaints see section 3.4.

## 2.3 –Investigations

**Graph 2.3B Complaints Closed and Transferred Out**



### Detailed Analysis of Complaints Closed and Transferred Out of Investigations

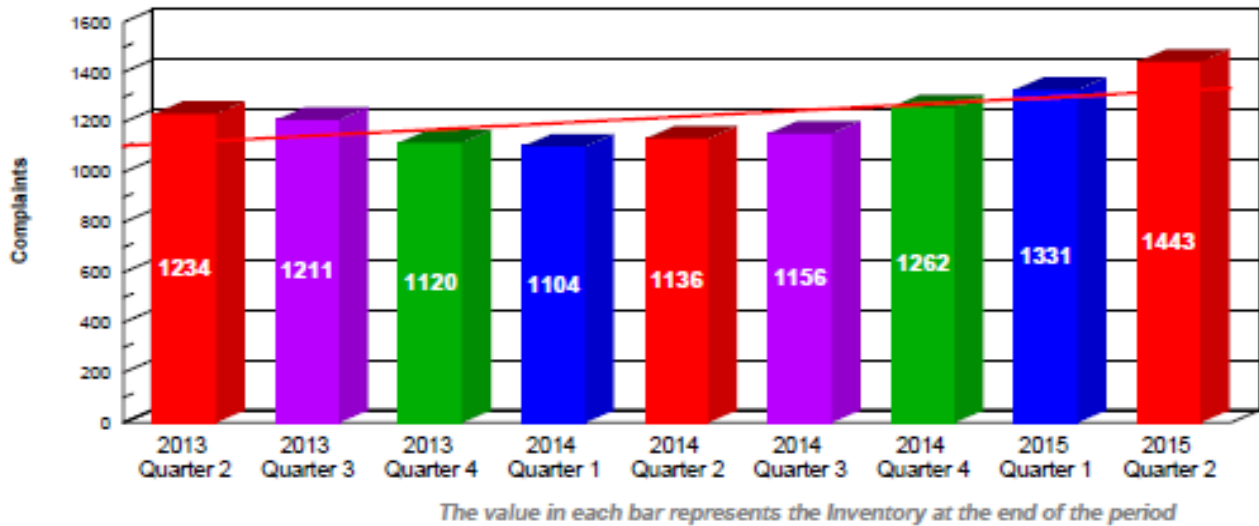
		Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
<b>Complaints against Lawyers</b>	Closed	166	147	122	121	162
	Transferred	31	48	90	27	26
<b>Lawyer Applicant Cases ★</b>	Closed	3	4	6	5	7
	Transferred	1	0	0	0	3
<b>Complaints against Licensed Paralegals</b>	Closed	32	51	37	48	38
	Transferred	1	11	20	17	17
<b>Paralegal Applicant Cases ★</b>	Closed	8	10	11	5	10
	Transferred	1	0	4	4	1
<b>Complaints against Non-Licensees/Non-Applicants*</b>	Closed	50	27	25	21	28
	Transferred	4	0	0	2	1
<b>TOTAL</b>	Closed	259	239	201	200	245
	Transferred	38	59	114	50	48

★ Applicant cases include good character cases and UAP complaints

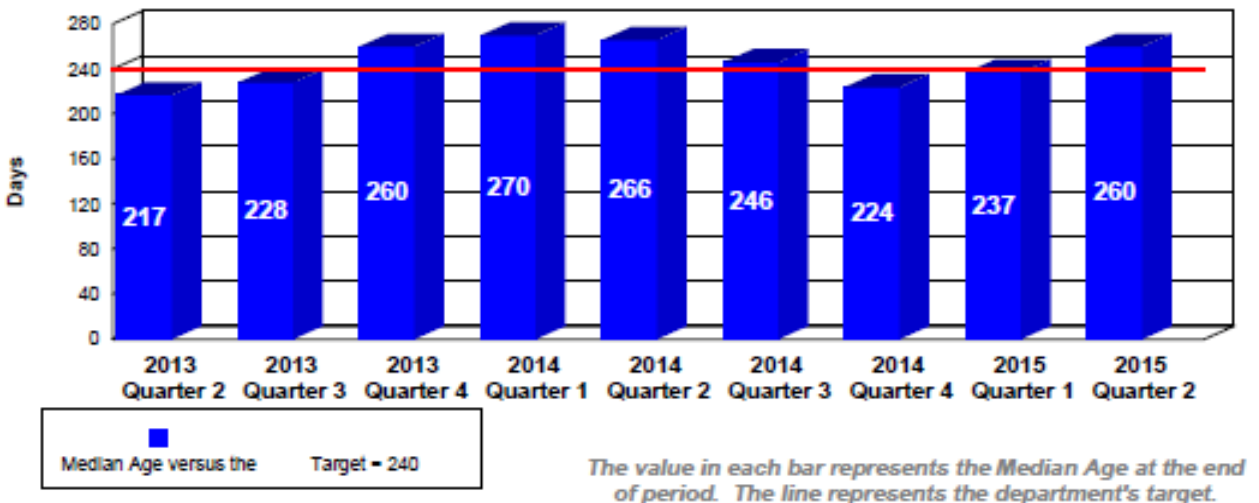
\* For a complete analysis of UAP complaints see section 3.4.

## 2.3 – Investigations

**Graph 2.3C: Department Inventory**



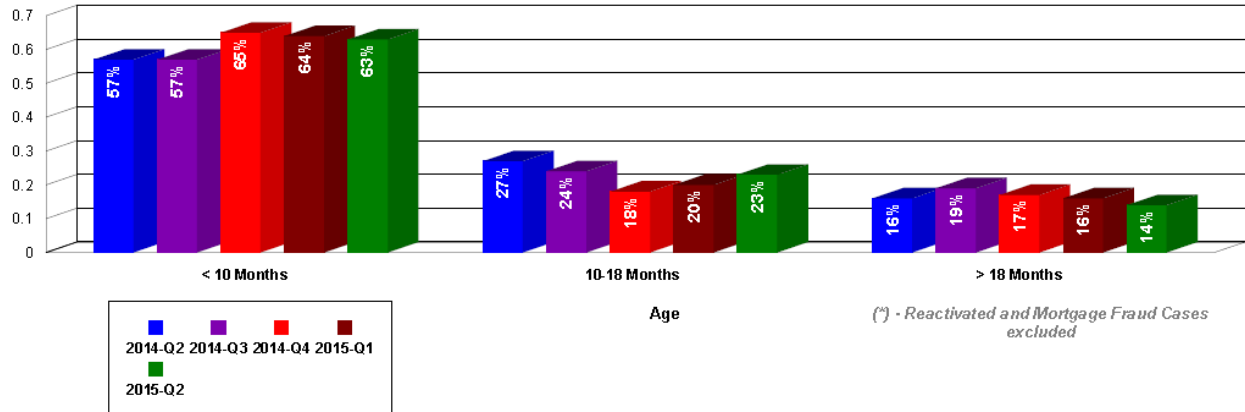
**Graph 2.3D: Median Age of All Complaints**



## 2.3 – Investigations

**Graph 2.3E: Aging of Active Complaints**

**(a) Core Cases**



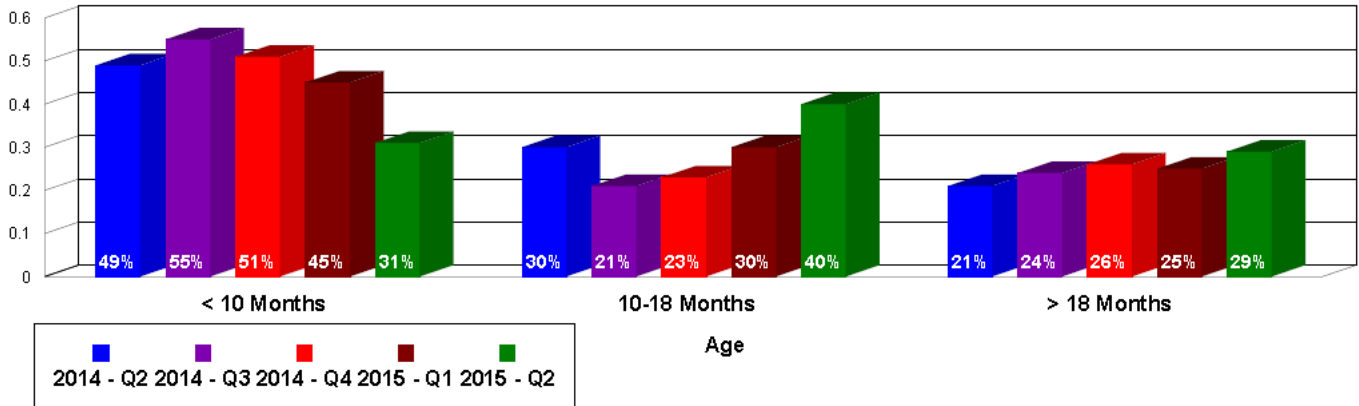
	<10 months	10 to 18 months	>18 months
<b>Q2 2014</b>	549 cases involving 433 subjects	256 cases involving 178 subjects	160 cases involving 120 subjects
<b>Q3 2014</b>	540 cases involving 395 subjects	223 cases involving 180 subjects	180 cases involving 124 subjects
<b>Q4 2014</b>	693 cases involving 451 subjects	193 cases involving 152 subjects	181 cases involving 119 subjects
<b>Q1 2015</b>	740 cases involving 476 subjects	226 cases involving 186 subjects	185 cases involving 125 subjects
<b>Q2 2015</b>	787 cases involving 548 subjects	284 cases involving 190 subjects	183 cases involving 121 subjects

While the department strives to reduce the proportion of cases in the older time frame and to increase the proportion of cases in the youngest time frame, it is recognized that there are cases that are older than 18 months in Investigations for the following reasons:

- The investigator has to wait for evidence from a third party (i.e. not the complainant or the licensee/subject), for example psychiatric evaluation, court transcripts, or a key witness;
- Newer complaints are received against the licensee/subject. In order to move forward together to the Proceedings Authorization Committee, the older cases await the completion of younger cases;
- A need to coordinate investigations between different licensees/subject where the issues arise out of the same set of circumstances (e.g. a complainant complains about 2 lawyers in relation to the same matter);
- Multiple cases involve one lawyer. These investigations are complex and time consuming;
- Where capacity issues are raised during a conduct investigation.

## 2.3 – Investigations

### (b) Mortgage Fraud Cases



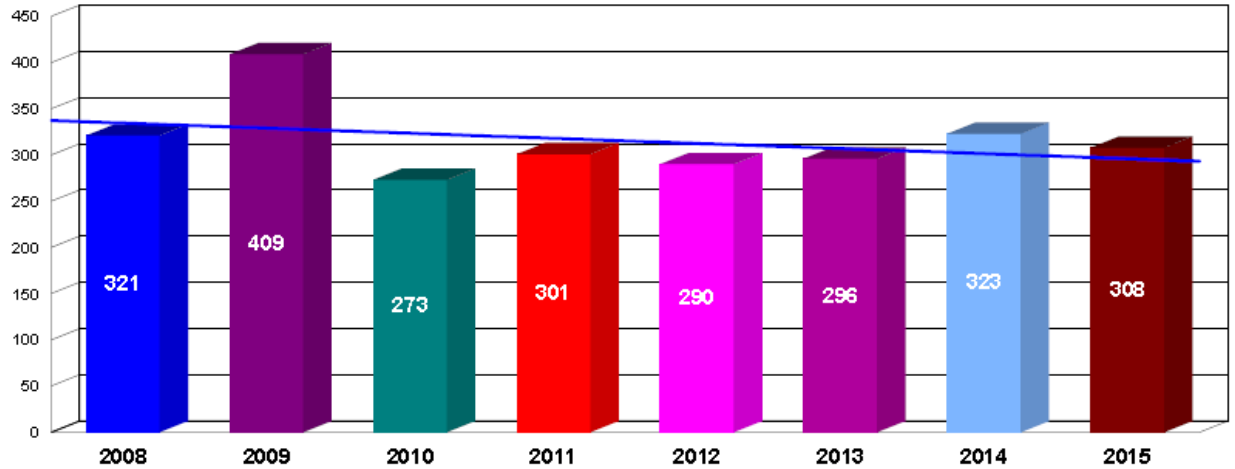
	<10 months	10 to 18 months	>18 months
<b>Q2 2014</b>	49 cases involving 41 subjects	30 cases involving 24 subjects	21 cases involving 19 subjects
<b>Q3 2014</b>	61 cases involving 46 subjects	23 cases involving 19 subjects	26 cases involving 21 subjects
<b>Q4 2014</b>	57 cases involving 41 subjects	26 cases involving 23 subjects	29 cases involving 26 subjects
<b>Q1 2015</b>	46 cases involving 32 subjects	31 cases involving 28 subjects	26 cases involving 23 subjects
<b>Q2 2015</b>	30 cases involving 25 subjects	39 cases involving 31 subjects	28 cases involving 25 subjects

As noted above, the department strives to reduce the proportion of mortgage fraud cases in the older time frame and to increase the proportion of cases in the youngest time frame. However, it is recognized that there will always be mortgage fraud cases that are older than 18 months in Investigations for the reasons cited above, particularly:

- When newer complaints against the licensee/subject are received, existing investigations may have to await their completion in order that all the cases can be taken to Proceedings Authorization Committee together.
- There is a need to coordinate investigations between different licensees/subject where the issues arise out of the same set of circumstances (e.g. a complainant complains about 2 lawyers in relation to the same matter).
- There are multiple cases involve one lawyer resulting in greater complexity.

## 2.3 – Investigations

**Graph 2.3F: Median Age of Completed<sup>7</sup> Complaints**



2015 – as at June 30

<sup>7</sup> Included are complaints closed by Investigations or transferred by the department to Discipline.



## 2.4 – Unauthorized Practice (UAP)

**Graph 2.4A: Unauthorized Practice Complaints in Intake**

Quarter	New	Closed	Transferred for Investigation	Active at end of Quarter
Q1 2013	71	29	59	11
Q2 2013	60	26	51	5
Q3 2013	69	27	46	9
Q4 2013	60	20	41	11
<b>Total for 2013</b>	<b>260</b>	<b>102</b>	<b>197</b>	<b>11</b>
Q1 2014	64	26	51	6
Q2 2014	52	15	38	7
Q3 2014	44	13	21	20
Q4 2014	63	23	44	21
<b>Total for 2014</b>	<b>223</b>	<b>77</b>	<b>154</b>	<b>21</b>
Q1 2015	45	22	37	11
Q2 2015	60	16	47	8

**Graph 2.4B: Unauthorized Practice Investigations**

	New Investigations	Closed <sup>8</sup> Investigations	Inventory at Quarter End
Q1 2013	59	62	128
Q2 2013	51	36	143
Q3 2013	46	58	129
Q4 2013	40	31	137
<b>Totals: 2013</b>	<b>197</b>	<b>187</b>	
Q1 2014	51	66	122
Q2 2014	38	82	82
Q3 2014	21	29	74
Q4 2014	44	29	90
<b>Totals: 2014</b>	<b>154</b>	<b>206</b>	
Q1 2015	37	26	101
Q2 2015	46	31	115

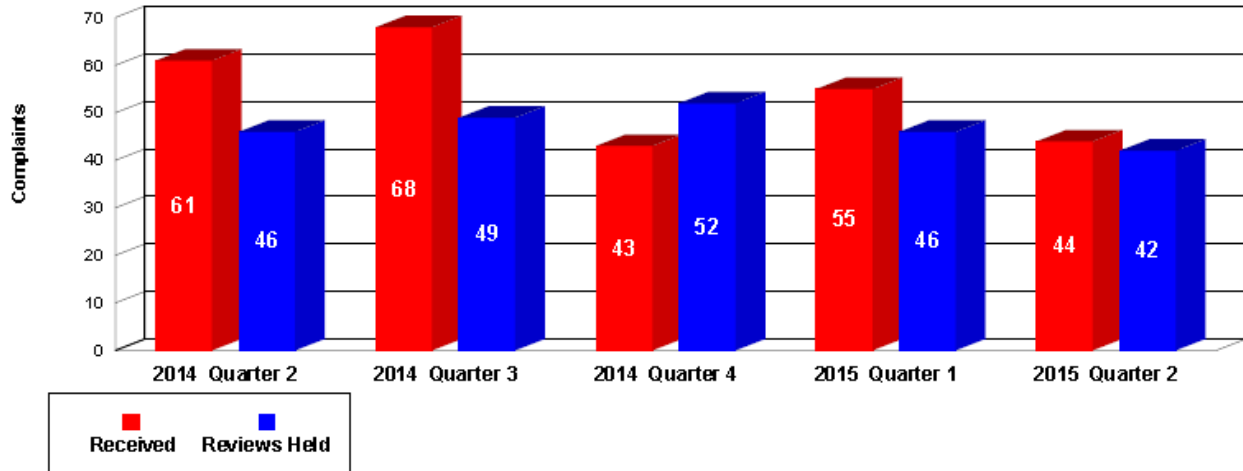
**Graph 2.4C: UAP Enforcement Actions**

There were no new UAP enforcement matters commenced in Q2 2015. As at June 30, 2015, there was 1 active UAP matter.

<sup>8</sup> “Closed” refers to completed investigations and therefore consists of both those investigations that were closed by the Law Society and those that were referred for prosecution/injunctive relief.

## 2.5 – Complaints Resolution Commissioner

**Graph 2.5A: Reviews Requested and Files Reviewed (by Quarter)**



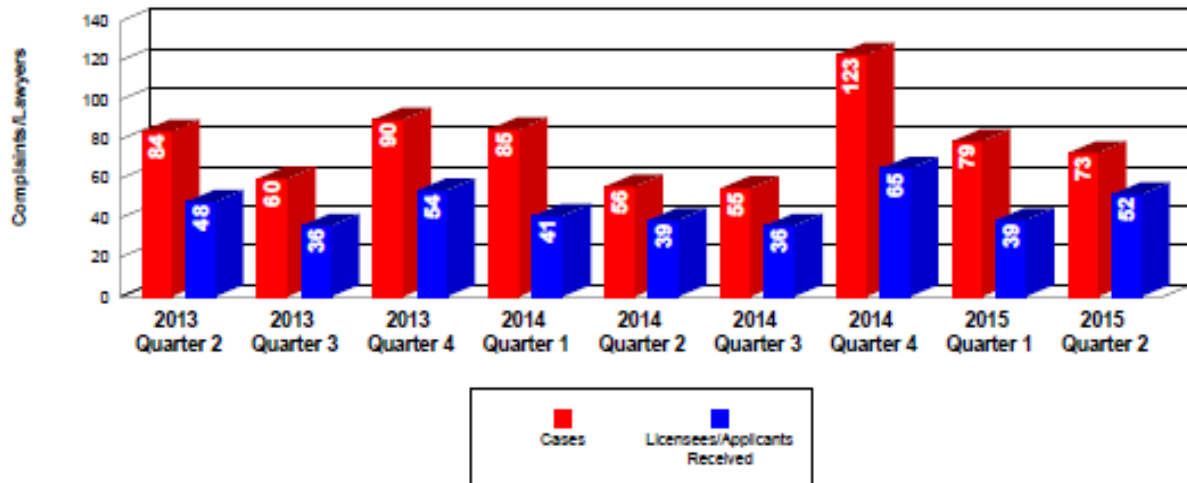
**Graph 2.5B: Decisions Rendered, by Quarter**

Quarter	Decisions Rendered	Files to Remain Closed	Files Referred Back to PRD
Q1 2013	40	38 (95 %)	2 (5 %)
Q2 2013	55	49 (89%)	6 (11%)
Q3 2013	43	40 (93%)	3 (7%)
Q4 2013	67	65 (97%)	2 (3%)
<b>Total 2013</b>	<b>205</b>	<b>192 (94%)</b>	<b>13 (6%)</b>
Q1 2014	51	50(98%)	1(2%)
Q2 2014	36	33(92%)	3(8%)
Q3 2014	30	29(97%)	1(3%)
Q4 2014	50	48 (98%)	2 (2%)
<b>Total 2014</b>	<b>167</b>	<b>160(96%)</b>	<b>7(4%)</b>
Q1 2015	39	37 (95%)	2 (5%)
Q2 2015	40	39 (98%)	1 (2%)

Of the 40 decisions rendered in Q2 2015, the Commissioner referred 1 file back to Professional Regulation. While satisfied that the decision to close was reasonable, the Commissioner referred the case back citing procedural concerns.

## 2.6 – Discipline

Graph 2.6A: Input<sup>9</sup>



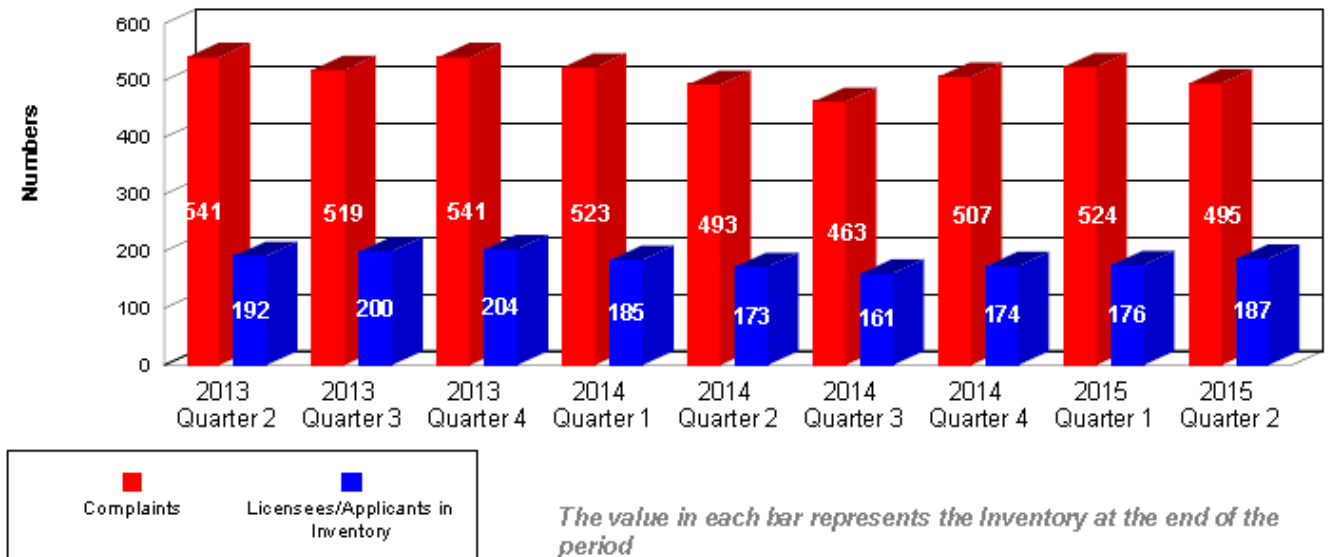
### Detailed Analysis of New Cases Received in Discipline

		Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
<b>Lawyers</b>	Cases	72	46	49	100	49	45
	Lawyers	32	33	33	52	26	32
<b>Lawyer Applicants</b>	Cases	0	1	0	0	0	3
	Lawyer Applicants	0	1	0	0	0	3
<b>Licensed Paralegals</b>	Cases	12	8	6	20	29	20
	Licensed Paralegals	8	4	3	10	12	13
<b>Paralegal Applicants</b>	Cases	1	1	0	3	1	5
	Paralegal Applicants	1	1	0	3	1	4
<b>TOTAL</b>	Cases	85	56	55	123	79	73
	Licensees & Applicants	41	39	36	65	39	52

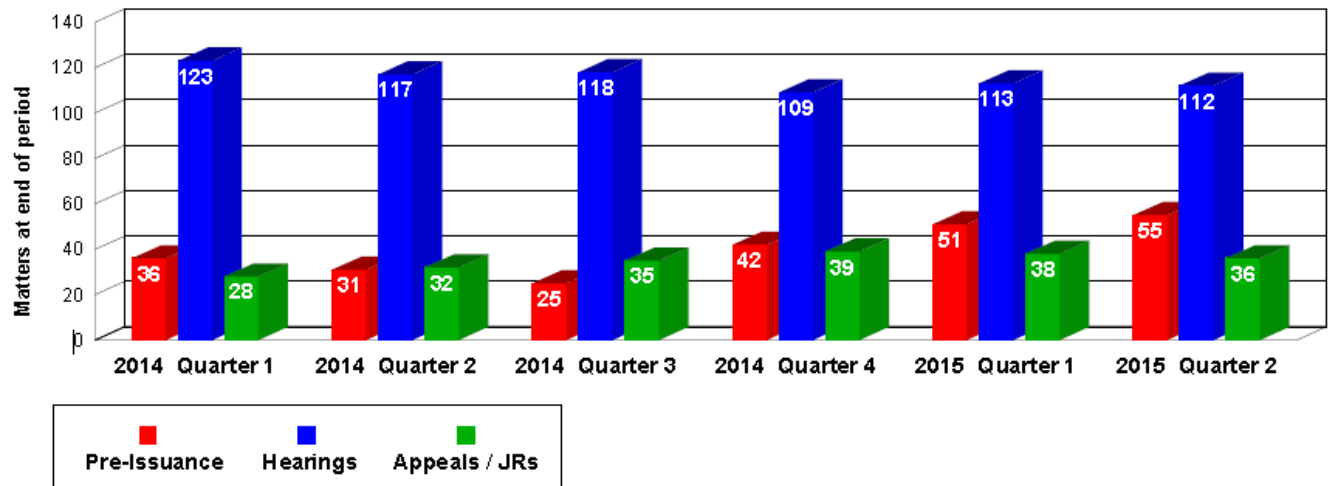
<sup>9</sup> “Input” refers to complaints that were transferred into Discipline from various other departments during the specific quarter. Includes new complaints/cases received in Discipline and the lawyers/applicants to which the new complaints relate.

## 2.6 – Discipline

**Graph 2.6B: Department Inventory<sup>10</sup>**



**Graph 2.6C: Inventory of Discipline Matters<sup>11</sup>**

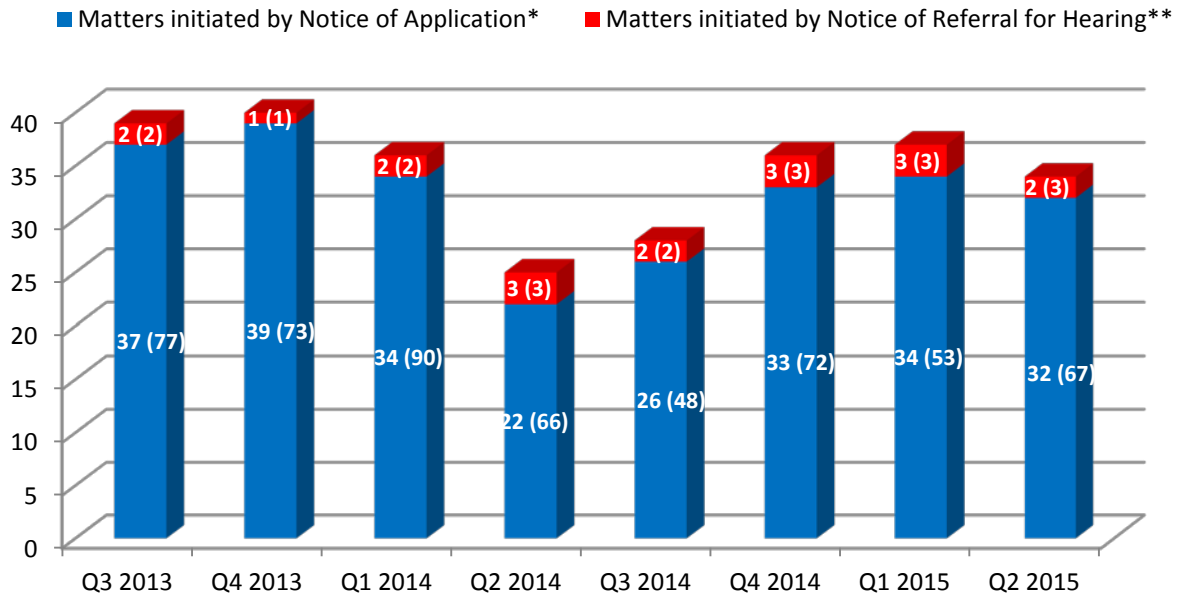


<sup>10</sup> Consists primarily of complaints and lawyers/applicants that are in scheduling and are with the Hearing Division or on appeal. Note that a lawyer/applicant who has more than one matter will only be counted once.

<sup>11</sup> A licensee may have more than one matter ongoing at a time (e.g. a licensee may have an ongoing hearing before the Hearing Division and a judicial review in Divisional Court).

## 2.6 – Discipline

**Graph 2.6D: Notices Issued in the Hearing Division**



\* Matters which are initiated by Notice of Application include conduct, capacity, non-compliance and competency matters. Also included in this category are interlocutory suspension/restriction motions.

\*\* Matters which are initiated by Notice of Referral for Hearing include licensing (including re-licensing matters), reinstatement and restoration matters.

The numbers in each bar indicate the number of notices issued and, in brackets, the number of cases relating to those notices. One notice may relate to more than one case. For example, in Q2 2015, 32 Notices of Application were issued (relating to 67 cases) and 2 Notices of Referral for Hearing were issued (relating to 3 cases).

With respect to the 32 Notices of Application<sup>12</sup>/Notices of Motion for Interim Suspension Order and 1 Notice of Referral for Hearing (licensing matter) which were issued in Q2 2015:

- 82% were issued within 60 days of PAC Authorization;
- 91% were issued within 90 days of PAC Authorization.

<sup>12</sup> Notices of Application are issued with respect to conduct, competency, capacity and non-compliance matters and require authorization by the Proceedings Authorization Committee (PAC).

## 2.6 – Discipline

**Graph 2.6E: Completed Matters in the Hearing Division**

		Q1 2014	Q2 2014	Q3 2014	Q4 2014	Q1 2015	Q2 2015
<b>Conduct Hearings</b>	Lawyers	30	21*	23	30	14	20
	Paralegal Licensees	10	6	4	3	6	4
<b>Interlocutory Suspension Hearings/ Orders</b>	Lawyers	2	3	2	4	2	4
	Paralegal Licensees	-	-	-	3	1	-
<b>Capacity Hearings</b>	Lawyers	1	-	-	1	2	1
	Paralegal Licensees	-	-	-	-	-	-
<b>Competency Hearings</b>	Lawyers	-	-	-	-	-	-
	Paralegal Licensees	-	-	-	-	-	-
<b>Non-Compliance Hearings</b>	Lawyers	-	1*	-	-	-	1
	Paralegal Licensees	-	-	-	-	-	-
<b>Reinstatement / Terms Dispute</b>	Lawyers	2	-	1	1	1	2
	Paralegal Licensees	-	-	1	-	-	-
<b>Restoration</b>	Lawyers	-	-	-	-	-	-
	Paralegal Licensees	-	-	-	-	-	-
<b>Licensing Hearings**</b>	Lawyer Applicants	-	1	-	1	2	-
	Paralegal Applicants	1	2	1	-	3	1
<b>TOTAL NUMBER OF HEARINGS</b>	Lawyers*	35	25	26	37	21	28
	Paralegals*	11	8	6	6	10	5
	<b>TOTAL</b>	<b>46</b>	<b>33</b>	<b>32</b>	<b>43</b>	<b>31</b>	<b>33</b>

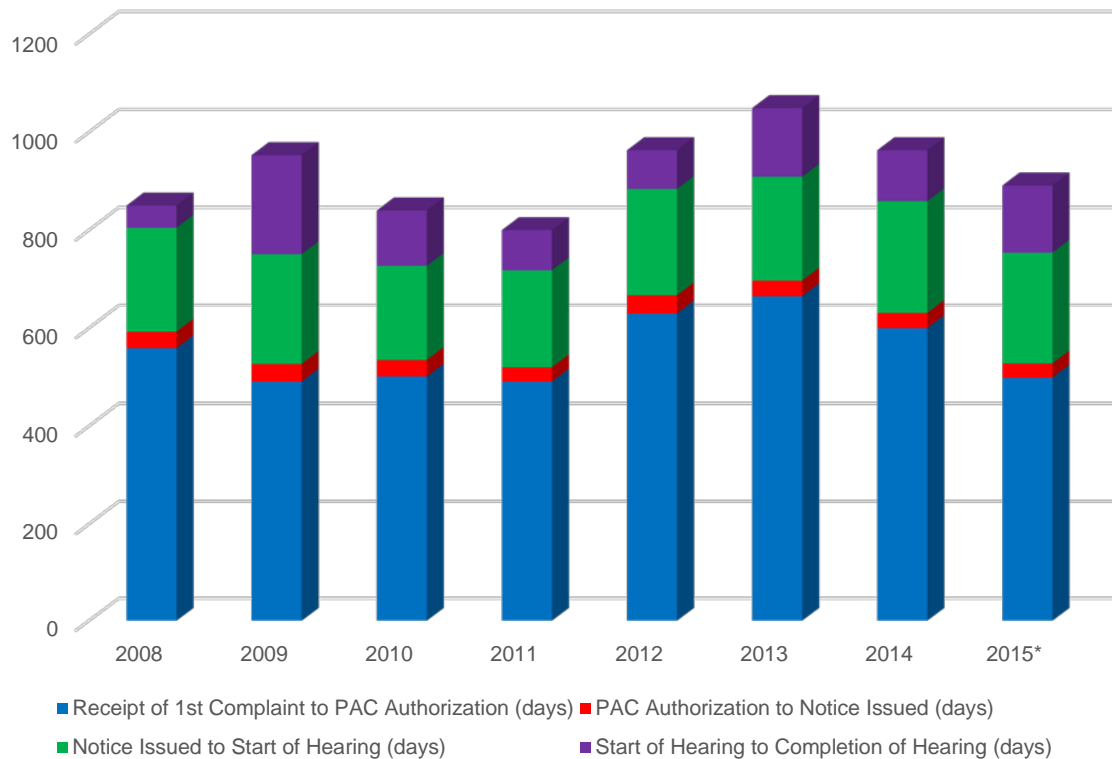
\* In Q2 2014, a conduct application and a non-compliance application were heard together in one hearing. Both are included in the totals for lawyer conduct and lawyer non-compliance categories. However, the hearing is only counted once in the total numbers for the quarter.

\*\* including Readmission

## 2.6 – Discipline

**Graph 2.6F: Age of Completed Matters in the Hearing Division**

	Total Completed Hearings	Date 1 <sup>st</sup> Complaint Received to Date Hearing Completed	Total Completed Hearings less Completed Mortgage Fraud Hearings	Date 1 <sup>st</sup> Complaint Received to Date Hearing Completed
<b>2008</b>	108	847 days	100	770 days
<b>2009</b>	102	841 days	98	813 days
<b>2010</b>	131	833 days	117	727 days
<b>2011</b>	114	770 days	102	652 days
<b>2012</b>	110	940 days	92	693 days
<b>2013</b>	123	1031 days	103	805 days
<b>2014</b>	135	896 days	126	797 days
<b>2015*</b>	66	823 days	62	690 days



	2008	2009	2010	2011	2012	2013	2014	2015*
Receipt of 1st Complaint to PAC Authorization (days)	559	491	501	491	630	665	600	499
PAC Authorization to Notice Issued (days)	34	36	34	29	37	32	31	29
Notice Issued to Start of Hearing (days)	212	224	192	198	217	212	228	226
Start of Hearing to Completion of Hearing (days)	45	202	113	82	79	140	104	137

\* to June 30, 2015

## 2.6 – Discipline

### Graph 2.6G: Appeals and Judicial Reviews

The following chart sets out the number of appeals filed with the Appeal Division, the Divisional Court or the Court of Appeal in the calendar years 2010 to 2014 and the first half of 2015.

Quarter/Year	Appeal Division	Divisional Court	Court of Appeal
2010	27	3 appeals; 2 judicial reviews	4 motions for leave
2011	18	6 appeals, 2 judicial reviews	2 motions for leave
2012	23	4 appeals; 5 judicial reviews	2 motions for leave
2013	20	3 appeals; 3 judicial reviews	
2014	23	14 appeals; 5 judicial reviews	4 motions for leave
2015 1 <sup>st</sup> Quarter	6	1 appeal; 1 judicial review	3 motions for leave
2 <sup>nd</sup> Quarter	1	1 appeal; 0 judicial reviews; 1 leave motion*	0 motions for leave; 1 appeal
Total	7	2 appeals; 1 judicial review; 1 leave motion	3 motions for leave; 1 appeal

\* motion for leave to appeal a cost decision

As of June 30, 2015, there are 11 appeals pending before the Appeal Division, 1 appeal in which the Appeal Division has reserved on judgment, 2 appeals that have been adjourned sine die and 3 appeals in which costs or penalty decisions remained outstanding.

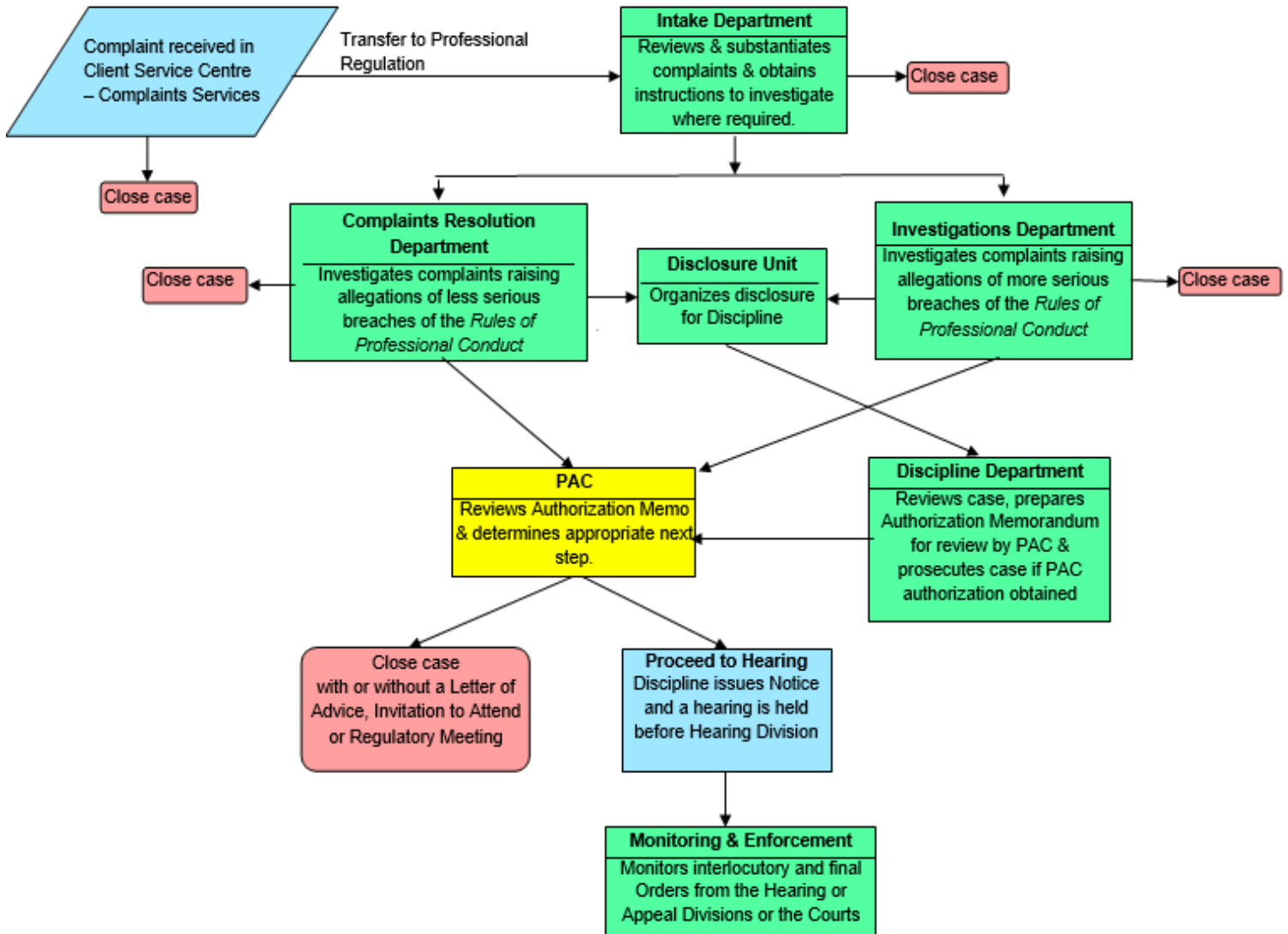
With respect to matters before the Divisional Court, there are 9 appeals, 1 motion for leave to appeal regarding a cost order and 5 judicial review matters pending. There is 1 motion for leave to appeal and 1 appeal pending in the Court of Appeal.



## **SECTION 3**

## **APPENDICES**

## The Professional Regulation Complaint Process



### PROFESSIONAL REGULATION ORGANIZATIONAL CHART

