

# Reasons for late submission of complaint and request to accept this complaint even if some actions by Ken Pryde were after 3 years time limit

## Executive summary

The main reason for late submission is my mental health problems caused by road traffic injury (mainly PTSD). It has been diagnosed and impairment confirmed by treating doctors and psychiatrists who specialize in assessments. PTSD makes it very difficult to gather, understand and retain information, especially when it is related to the injury. I did everything in my power to submit a complaint on time. It is hard to describe how debilitating this illness is and completely prevents me from doing some tasks, like submitting this complaint in a timely manner and with the full information required. Because of PTSD I could not collect, process and retain information needed for this complaint.

Especially traumatic was the phone conversation with Pryde on 2020-05-06. His abusive verbal attacks cause me so much stress that just mentioning his name became a trigger for panic attacks. It got linked with other PTSD symptoms.

There were other obstacles like late transfer of the file by Gillian Potts (including some communications between Pryde and Potts). My previous solicitor got it only in July 2022 and the current solicitor only in March 2023. My claim is still ongoing and the whole impact of Potts and Ken Pryde's actions have not fully crystallized.

Cognitive constraints meant that I incorrectly understood that deadline applied from the time when invoice became payable (and claim is still ongoing) or at least from the time when Gillian Potts and Ken Pryde stopped acting in my name and it was in July 2020.

## Mental health problems the reason for being late

1. Main reason for late submission in my mental health problems caused by road traffic injury (mainly PTSD). *As evidence I will attach a psychiatrist assessment that confirms PTSD and reduced cognitive abilities.*
2. I did everything in my power to submit a complaint on time. I honestly believed that I did everything right and submitted on time. As evidence I will attach phone call history to mental health support lines (Lifeline and Sane) and visits to psychologists to help me to deal with stress while preparing the complaint.  
■ 2023-04-23 Call history Sane.pdf , ■ 2023-04-23 Call history Lifeline.pdf

## More about PTSD impact

1. My disability is the reason why I was not able to submit a complaint about Ken Pryde actions any sooner than I did. I would not need a time extension if not the road traffic injury on 2015-03-30. Since then, I have had a significant cognitive impairment that made it very difficult for me to prepare this complaint. My disability comes from mental health problems (main one PTSD) that is caused by the injury. It is very difficult to gather, understand and retain information, especially when it is related to the injury.
2. Anything related to the injury triggers PTSD symptoms and I go into a panic attack with my cognitive abilities reduced, so that I can not do anything useful. This is commonly known as freeze and fawn responses (<https://www.ptsduk.org/its-so-much-more-than-just-fight-or-flight/>). The freeze response completely takes away my ability to take any action as it not only causes severe physical reaction, but also shuts down my ability to think. It may last for a long time (disassociation) after visible physical symptoms like nausea are gone. The fawn response while less noticeable prevents and triggers less often still completely prevents from taking action as it also removes even any thoughts of challenging threat (in my case Pryde abusive actions). Potts and Pryde took great use of these responses and effects stayed for years. I am working this hard, but according to specialists it will take years.

3. Severity of the PTSD symptoms varies a lot in different people. It is often related to the severity of the trauma. I can not describe how violent it is to be hit almost head on by a fast going ute (I think it was about 60 km/h). During flashbacks it feels that my body still has not adjusted that I have survived. Unfortunately the PTSD symptoms are the same severe.
4. Ken Pryde represented me for an insurance claim and therefore it is strongly emotionally linked with the injury. It was a traumatizing experience dealing with Ken Pryde. So, the PTSD symptoms were even further exaggerated when I needed to deal with it.
5. It requires a lot of effort and energy. This is very difficult because due to my mental health problems I have very little energy. I have trouble sleeping, often getting just a few hours of sleep and most of the day I am so tired that I can not do anything useful. I wrote more about my functioning in a statement for my personal injury claim dated 2023-04-26 and submitted as a part of this complaint (see [2023-04-26 Alfonsas Stonis further statement.pdf](#) and [2019-10-22 Typical day.pdf](#) ).
6. Getting some results that would give me some feeling of justice is very important for my mental health. So, despite my disability I put all my time and energy to be able to cope with it and in this case to prepare the complaint about Pryde and Potts actions.
7. I did everything that was in my power to meet the deadline and only my disability stood in the way of me preparing and submitting it on time where all Pryde actions would be within the required 3 year time limit.
8. PTSD was diagnosed and confirmed by a treating specialist. I have included some reports with my complaint:
  - [2015-11-02 Joyce Chiu Management plan - PTSD diagnosis](#)  
[2015-11-02 Joyce Chiu Management Plan.pdf](#)
  - [2017-10-02 Eloisa Mullet](#) - *“Alfonsas was hit by car when riding his bike, this happened two years ago. He is still suffering from PTSD Checklist scored 76. Presenting problems: insomnia, depressive symptoms, poor concentration, anger, fear he will die, by similar accident.”*  
[2017-10-23 EloisaMulletNotes.pdf](#)
  - [2019-11-16 Stephen Sutton report](#) - *“In terms of diagnosis, his reported diagnosis of PTSD certainly appeared confirmed by all the evident symptoms (as described more detail in History & Treatment”*  
[2019-11-16 Stephen Sutton Report.pdf](#)
  - [2020-06-04 - Traumatic Stress Clinic report](#) - *“During initial assessment, distress and functional impairment caused by posttraumatic stress reactions were reported that developed subsequent to the above dated incident. The Clinician Administered Post Traumatic Stress Disorder Scale (CAPS; Blake, Weathers, Nagy, Kaloupek, Gusman, Charney, & Keane, 1995) was administered at assessment. The CAPS is a structured clinical interview that indexes the 17 symptoms described by the DSM-IV (American Psychiatric Association, 1994) criteria for posttraumatic stress disorder (PTSD). Each symptom is rated in terms of the severity and frequency of the symptom in the past month, and each symptom must cause a minimum level of distress or impairment to qualify for diagnosis.*  
*During assessment, re-experiencing symptoms related to traumatic experiences were reported. These symptoms included severe intrusive memories, distressing dreams, flashbacks, severe physiological reactivity, and emotional reactions to reminders. Several avoidance symptoms of posttraumatic stress including efforts to avoid thoughts and feelings, as well as efforts to avoid activities and situations were endorsed. Hyper-arousal symptoms of irritability, hypervigilance, difficulty concentrating, and difficulty falling and staying asleep were also endorsed. Finally, dysphoric symptoms of psychogenic amnesia, persistent and exaggerated negative expectations about one’s self, others, and the world, negative emotional state, distorted blame, anhedonia, feelings of detachment and estrangement, and restricted ranges of affect, were reported. Presentation and symptoms reported during assessment were consistent with a diagnosis of PTSD.*  
*In addition to posttraumatic stress reactions, major depression symptoms including depressed mood most days nearly every day, anhedonia, difficulty sleeping and concentrating, loss of motivation, decreased appetite, fatigue, and feelings of worthlessness, shame and guilt were also indicated.”*  
[2020-06-04 Traumatic Stress Clinic Report.pdf](#) .
  - 2023-05-02 clinical notes and letter for disability support pension - PTSD and severe constraints confirmed  
[2023-05-02 psychiatrist Dr Louis Ereve report.pdf](#) ,  
[2023-05-02 Dr Louis Ereve disability support letter.pdf](#)
9. I have provided reports that confirm my mental health problems in impairment
  - 2022-09-30 Personal Injury Commission Review of medical assessment (significant cognitive impairment confirmed, **adaptation score 4**). *“There is evidence of severe impairment. It is unlikely that Mr Stonis would be able to perform more than a few hours of work per week. Given his significant depressive*

*symptoms causing significant concentration and memory problems, as well as lack of energy and motivation.*

■ 2022-09-30 PIC Review of medical assessment.pdf

- PIC assessor Wayne Mason (2021-03-17). Assessed **class 5** (the highest) for adaptation: *“Mr Stonis said he is unable to work in his previous occupation as a software developer. My impression of him during the interview was not one of the person who has completed a PhD in computer science. He appeared to struggle with basic concepts. He reported he does very little in the maintenance of the household and relies heavily on his wife.”*

*“Mr Stonis describes ongoing problems with sleep disturbance. He is woken three or four times throughout the night and subsequently sleeps between three and five hours during the day. He knows this is counter-productive but is unable to stop doing it. He continues to have problems with his concentration and cannot do any of his computer coding work. He is unable to read books. He has memory problems and cannot remember what he is supposed to do and what he has already done. He gave the example of overlooking an important Medicare form for many months.”*

Adaptation **class score - 5** (highest possible).

■ 2021-03-17 Wayne Mason assessment.pdf

- Dr Merter Anderson (WPI 2020-07-24) Assessed **Class 4** for Adaptation: *“In my opinion he is fit only for very limited employment in future, short hours, without demands upon concentration, persistence and pace.”*

■ 2020-07-24 Dr Peter Anderson WPI.pdf

10. My mental health problems were still ongoing. I provide reports from latest appointments with psychiatrists where here highlights my ongoing problems and reduced capacity.
11. Catastrophic thinking is another feather of PTSD, when all problems and threats seem at a very high level. This is related to original trauma that was life threatening. Unfortunately even small problems now are overwhelming and trigger freeze response, making it very difficult to deal with them.
12. I felt completely devastated after I recognized betrayal by Potts and Pryde. I felt completely helpless. It took many sessions from counselors, support lines and especially my wife (who is a sole provider and has to stay strong to maintain a full time job), before I was able to start understanding what has happened and realized that there is something I can do. Many of these sessions where when I tried to understand what happened or write it down got overwhelmed and could not recover without support (this information is referred to in my statement of 2023-04-26):
  - Phoebe Ng. Western Sydney University ( ■ 2021-11-26 Wester Sydney University Phoebe Ng.pdf ) - 30 sessions,
  - ACAP Psychology Clinic ( ■ 2022-11-28 ACAP Psychology Clinic - Appointment History of Client.pdf , ■ 2022-11-28 ACAP Psychology Clinic - Cover letter - Appointment History of Client.pdf ) - 22 sessions attended in 2022, weekly session continue in 2023 with the break in December-February
  - Mentoring Men peer support meetings with Alex Coates starting October 2021 till July 2022 (first weekly and later fortnightly meetings),
  - a psychologist from Benstar 6 sessions 2022 and 8 sessions 2023,
  - WayAhead - Mental Health Association NSW anxiety group fortnightly from March 2023,
  - Sane Peer support program , ■ 2023-04-23 Call history Sane.pdf - 25 calls till 2023-04-21,
  - calls Lifeline ■ 2023-04-23 Call history Lifeline.pdf 305 calls till 2023-04-23,
  - my wife (none of these texts could be written without her support including actually editing it and dedicating most of her free time to help me).
13. Even writing this document asking for an extension of time, while it was the only task I did, was too challenging for me. In a given time I would not be able to do it without lots of help.
14. All this stress is taking a huge toll on my physical health. It is not only causing some permanent damage, but if I try to push myself too hard I get physically sick. Time after time I had to take breaks from it as my body could not take it anymore. Unfortunately, getting some justice is the only way to get better.
15. Another feature of PTSD is avoidance. It can happen by avoiding things that are causing overwhelming stress or without me ever noticing it like some memories being blocked. The memory blocks are very difficult to overcome and require help from health professionals. It is a slow process and I still have a very long way to go. Even in the complaint I mostly focused on the Pryde actions that have some factual proof and not going into details about some painful and harmful things like words being said and mentioned only main ones. I still need time to process in sessions with my psychologist.

## Actions within 3 years time limit

16. I (it seems incorrectly) understood that the 3 years limit applies after the invoice becomes payable and because my claim is still ongoing I do not pay it yet. They sent an itemized bill only on 2020-05-14 and it still does not include detailed Ken Pryde expenses. Beside that I understood that 3 years limit applied from the time when Pryde and Potts stopped representing me and it was in July 2020. I am sure Pryde has influence over the following exchange of emails that are within 3 years limit at the time of submission of complaint.

- 2020-05-14 law partners Itemised Bill of solicitor client costs.pdf
- 2020-05-14 LawPartners - Request for list of Expenses.pdf
- 2020-06-02 email from Potts pressure to settle in reply for a time to think.pdf
- 2020-07-07 email from Potts offer to settle.pdf
- 2020-07-17 Tripartite Deed.pdf
- 2020-07-31 email from Moya - FW 4A Application Received - 10280111 - Alfonsas Stonis - Claim number C1...

## Professional misconduct

17. I trusted Gillian Potts and Ken Pryde in my attempt to seek justice instead I got abused and scammed. They run the claim with no intention to complete it. The scam Gillian Potts and Ken Pryde run on my case seems to be their business model. It is in great public interest to stop this practice (now I found out that there were many stories like mine). I think it would be fair to consider it even if some actions of the scam were beyond the 3 year limit, but they become apparent only May-July 2020 (still within the time limit).
18. Pryde took active action to inflate his fees and fees for Lawpartners (Potts). I do not know what was a secret agreement between Pryde and Potts, but Pryde did very little work for high pay and the only reason Potts could include him was to help to exaggerate Lawpartners fees.
19. I provided detail description in separate document (these things were mentioned in complain, but because they were through whole document it may be hard to track them) ■ 2023-06-07 Lawpartners scam.pdf .
20. I think many actions by Pryde (like aggressive verbal abuse, excluding PTSD from the claim while it is the main reason from the claim) are severe misconduct severe enough that it would be in the public interest to give them time extension.

## Exaggerated costs

21. The grossly exaggerated costs for basically doing no work (Pryde did not provide an itemized bill) were also part of their professional misconduct.
22. An itemized bill from Lawpartners shows the main reason Pryde participated in the claim - to exaggerate Lawpartners cost. For example items I2 J2, C2, T are because of the involvement of Pryde and others like W1, F2 and some correspondence items are exaggerated. See full details  
■ 2023-06-07 Analysis of Lawpartners Itemised Bill.pdf .

## Other reasons for late submission

23. There were other obstacles like late transfer of the file by Gyllian Potts (including all communications with Pryde). My previous solicitor got it only in July 2022 and the current solicitor only in March 2023.
24. The claim is still ongoing, I am currently waiting for the Personal Injury Commission decision.

## Public interest

25. Actions against such misconduct (scam) are very important for public interest. The whole legal system relies on the fact that you can trust your lawyers. If the lawyer is your biggest enemy and you are much better if you do not engage one, the justice is denied. Gillian Potts and Ken Pryde run this scam not for the first time. There is no doubt about it, based on how they run it. Injured people are very easy prey and Potts with Pryde abuse it.

They have lots of experience in it and they were well prepared. I did hear about similar cases like mine, but I am not in the position of power to collect this information. I rely on OLSC to do it.

26. Ken Pryde's actions (exaggerated fees, a help to exaggerate solicitor fees and misrepresentation of the client, when she had no intention to submit my claim for independent assessment) is professional misconduct and it is in the public interest to stop such practice. Pryde was a barrister who jumped into the claim with no intention to have any appearance in tribunal or court. He did not provide any useful input to the claim, but opened the door for insurance to weaken my claim.
27. Dealing with Pryde was a terrible ordeal. I can not change what happened. The only thing I can do is seek some accountability for his actions so that it serves as an example for other lawyers (lack of accountability is also an example).
28. One day I hope to write my story: about the trauma, how it affects you, that instead of support from some lawyers you can get scam and abuse and a possible way to deal with it. It would have helped me a lot and I hope it might help someone else in a similar situation. I hope it might be very therapeutic too.

## Attachments

### Previously submitted with the complaint

If needed or some files (documents) were missing please let me know and I will resend them.

- 2019-10-22 Typical day.pdf
- 2020-05-14 law partners Itemised Bill of solicitor client costs.pdf
- 2020-05-14 LawPartners - Request for list of Expenses.pdf
- 2020-06-02 email from Potts pressure to settle in reply for a time to think.pdf
- 2020-07-07 email from Potts offer to settle.pdf
- 2020-07-17 Tripartite Deed.pdf
- 2020-07-31 email from Moya - FW 4A Application Received - 10280111 - Alfonsas Stonis - Claim number C1...
- 2023-04-26 Alfonsas Stonis further statement.pdf
- 2015-11-02 Joyce Chiu Managment Plan.pdf
- 2017-10-23 EloisaMuletNotes.pdf
- 2019-11-16 Stephen Sutton Report.pdf
- 2020-06-04 Traumatic Stress Clinic Report.pdf
- 2020-07-24 Dr Peter Anderson WPI.pdf
- 2022-09-30 PIC Review of medical assessment.pdf

### Additional info

These documents support the reasons for late complaint submission.

- 2023-06-07 Lawpartners scam.pdf
- 2021-03-17 Wayne Mason assessment.pdf
- 2021-11-26 Wester Sydney University Phoebe Ng.pdf
- 2023-05-02 psychiatrist Dr Louis Ereve report.pdf
- 2023-05-02 Dr Louis Ereve disability support letter.pdf
- 2022-11-28 ACAP Psychology Clinic - Appointment History of Client.pdf
- 2022-11-28 ACAP Psychology Clinic - Cover letter - Appointment History of Client.pdf
- 2023-04-23 Call histry Sane.pdf
- 2023-04-23 Call history Lifeline.pdf
- 2023-06-07 Analysis of Lawpartners Itemised Bill.pdf

Dr Alfonsas Stonis  
2023-07-17