

IN THE SUPREME COURT OF FLORIDA
(Before a Grievance Committee)

THE FLORIDA BAR,
Complainant,

The Florida Bar File
No. 2024-70,344(11F)

v.

SUSAN RACHEL TORRES,
Respondent.

**GRIEVANCE COMMITTEE FINDING OF NON-COMPLIANCE AND
FAILURE TO RESPOND TO OFFICIAL BAR INQUIRY AND CONTEMPT**

On September 17, 2024, pursuant to Rule 3-7.11(f), Rules Regulating The Florida Bar, the Grievance Committee 11F considered whether to issue a Finding of Non-Compliance and Failure to Respond to Official Bar Inquiry and Finding of Contempt and made the following findings:

1. On January 16, 2024, The Florida Bar sent Respondent a letter by regular U.S. Mail to Respondent's record Bar address advising of a complaint in this case and requested a response by January 31, 2024. A copy of the letter is attached hereto as "Exhibit A".
2. Respondent failed to respond to The Florida Bar as requested in the letter of January 16, 2024.
3. On February 7, 2024, Respondent was sent another letter, by certified U.S. Mail and regular U.S. Mail to Respondent's record Bar

TFB Exhibit 1

address, advising of a complaint in this case and was requested to respond in ten days to the letter. A copy of the letter is attached hereto as "Exhibit B".

4. On February 7, 2024, Respondent sent an e-mail to The Florida Bar stating that she would respond to the complaint "within the next two days." A copy of said e-mail is attached hereto as "Exhibit C". Respondent failed to submit her response as stated.

5. On February 28, 2024, The Florida Bar sent a follow up e-mail to Respondent, stating that no response was received. A copy of said e-mail is attached hereto as "Exhibit D". Respondent failed to respond to said e-mail.

6. On March 18, 2024, The Florida Bar sent a letter via e-mail to Respondent, advising Respondent of her failure to respond and requesting a response by March 28, 2024. A copy of said letter is attached hereto as "Exhibit E".

7. On March 30, 2024, Respondent sent an e-mail to The Florida Bar, stating that she would work on her response "tomorrow", and that she would have her response submitted by Monday of the coming week. A copy of said e-mail is attached hereto as "Exhibit F". Respondent failed to submit her response as stated.

8. On April 3, 2024, The Florida Bar sent an e-mail to Respondent advising of her failure to respond, as well granting a final extension for her response to April 5, 2024. A copy of said e-mail is attached hereto as "Exhibit G". Respondent failed to submit her response.

9. On April 23, 2024, Respondent was given notice that Grievance Committee 11F would hold a hearing on the Request for Issuance of Notice of Non-Compliance and Finding of Contempt. A copy of the Notice of Hearing and the Request for Issuance of Notice of Non-Compliance and Finding of Contempt are attached hereto as "Exhibit H".

10. On May 10, 2024, Respondent sent an e-mail to The Florida Bar, stating that she had been unsuccessfully trying to submit her response. Respondent requested an extension to the following day. A copy of said email is attached hereto as "Exhibit I". Respondent failed to submit her response.

11. On May 13, 2024, The Florida Bar sent an e-mail to Respondent, advising her that the response was not received. A copy of said e-mail is attached hereto as "Exhibit J". Respondent did not respond to said e-mail.

12. As of the date of this Request for Issuance of Notice of Non-Compliance and Finding of Contempt, Respondent has failed to respond to

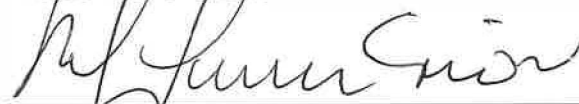
the official Bar inquiries dated January 16, 2024, February 7, 2024, February 28, 2024, March 18, 2024, and April 3, 2024.

13. The Grievance Committee found that Respondent failed to show good cause for failing to respond to the official Bar inquiries and that the non-compliance was willful.

14. The Grievance Committee found Respondent to be in contempt and requested The Florida Bar to file a Petition for Contempt and Order to Show Cause with the Supreme Court.

Dated this 22 day of October, 2024.

Grievance Committee 11F



Martha Lilliana Arias, Chair

CERTIFICATE OF SERVICE

I certify that the original hereof has been furnished by regular U.S. Mail to, Ms. Susan Rachel Torres, 7750 SW 117th Ave Ste 202B, Miami, FL 33183-3844 and via e-mail to storr010@gmail.com; via e-mail to Alice Sum, Designated Reviewer, and to Staff Counsel, The Florida Bar, via e-mail at psavitz@floridabar.org, this 24th day of October, 2024



William Wonil Chung, Bar Counsel



The Florida Bar

651 East Jefferson Street
Tallahassee, FL 32399-2300

Joshua E. Doyle
Executive Director

850/561-5600
www.FLORIDABAR.org

January 16, 2024

Ms. Susan Rachel Torres
7750 SW 117th Ave Ste 202B
Miami, FL 33183-3844

Re: Complaint by Kasey Jones against Susan Rachel Torres
The Florida Bar File No. 2024-70,344 (11F)

Dear Ms. Torres:

Enclosed is a copy of an inquiry/complaint and any supporting documents submitted by the above referenced complainant(s). Your response to this complaint is required under the provisions of Rule 4-8.4(g), Rules of Professional Conduct of the Rules Regulating The Florida Bar, and is due in our office by **January 31, 2024**. **Responses should not exceed 25 pages** and may refer to any additional documents or exhibits that are available on request. Failure to provide a written response to this complaint is in itself a violation of Rule 4-8.4(g). **You are further required to furnish the complainant with a complete copy of your written response, including any documents submitted therewith.**

Pursuant to Rule 3-7.1(f), Rules of Discipline, you are further required to complete and return the enclosed Certificate of Disclosure form.

Finally, the filing of this complaint does not preclude communication between the attorney and the complainant(s). Please review the enclosed Notice for information on submitting your response.

Sincerely,

Annemarie Craft, Bar Counsel
Attorney Consumer Assistance Program
ACAP Hotline 866-352-0707

Enclosures

cc: Ms. Kasey Jones

Pursuant to Rule 3-7.1(f) of the Rules Regulating The Florida Bar, you must execute the applicable section of this form and return it to my attention. The rule provides that the nature of the charges be described in the notice to your firm or you may attach a copy of the complaint.

CERTIFICATE OF DISCLOSURE

I HEREBY CERTIFY that on this _____ day of _____, 20____, a true copy of the foregoing disclosure was furnished to _____, a member of my present law firm of _____, and, if different, to _____, a member of the law firm of _____, with which I was associated at the time of the act(s) giving rise to the complaint in The Florida Bar File No. 2024-70,344 (11F).

Susan Rachel Torres

CERTIFICATE OF DISCLOSURE
(Corporate/Government Employment)

I HEREBY CERTIFY that on this _____ day of _____, 20____, a true copy of the foregoing disclosure was furnished to _____, my supervisor at _____ (name of agency), with which I was associated at the time of the act(s) giving rise to the complaint in The Florida Bar File No. 2024-70,344 (11F).

Susan Rachel Torres

CERTIFICATE OF NON-LAW FIRM AFFILIATION
(Sole Practitioner)

I HEREBY CERTIFY to The Florida Bar on this _____ day of _____, 20____, that I am not presently affiliated with a law firm and was not affiliated with a law firm at the time of the act(s) giving rise to the complaint in The Florida Bar File No. 2024-70,344 (11F).

Susan Rachel Torres

NOTICE OF GRIEVANCE PROCEDURES

1. The enclosed letter is an official inquiry by bar counsel. Your response is required under Rule 4-8.4(g) of the Rules Regulating The Florida Bar. Rule 4-8.4(g)(1) and (2) require that a lawyer submit a written response within 15 days to an initial inquiry and within 10 days to any follow-up inquiry made by bar counsel, the grievance committee or the board of governors during the course of an investigation of the lawyer's conduct. You may respond by US Mail or email to acapintake@floridabar.org. Please attach your response to the email and reference the file number in the subject line. If you do not respond, the matter will be forwarded to the grievance committee for disposition in accordance with Rule 3-7.3. Failure to respond may also be a matter of contempt and processed in accordance with Rule 3-7.11(f).
2. Many inquiries considered first by staff counsel are not forwarded to a grievance committee, as they do not involve violations of the Rules of Professional Conduct justifying disciplinary action.
3. Pursuant to Rule 3-7.1, any reports, correspondence, papers, recordings and/or transcripts of hearings submitted by you in this matter shall become accessible to the public upon dismissal or a decision by the grievance committee. Please advise Bar Counsel if you believe any material provided to The Florida Bar is confidential under applicable law and identify the basis of your claim that the material is confidential. Please note that The Florida Bar is required to acknowledge the status of proceedings during the pendency of an investigation, if a specific inquiry is made and the matter is deemed to be in the public domain.
4. The grievance committee is the Bar's "grand jury." Proceedings before the grievance committee are non-adversarial in nature. The grievance committee's function and procedures are set forth in Rule 3-7.4.
5. If the grievance committee finds probable cause, formal adversarial proceedings before the Supreme Court of Florida will be initiated pursuant to Rule 3-7.6. A referee will make a recommendation as to guilt and discipline to The Supreme Court of Florida, unless a plea is submitted pursuant to Rule 3-7.9.



The Florida Bar

651 East Jefferson Street
Tallahassee, FL 32399-2300

Joshua E. Doyle
Executive Director

850/561-5600
www.FLORIDABAR.org

January 16, 2024

Ms. Kasey Jones
2620 Executive Drive
Unit 4217
Venice, FL 34292

Re: Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11F)

Dear Ms. Jones:

Enclosed is a copy of our letter to Ms. Torres which requires a response to your complaint.

Once you receive Ms. Torres's response, you have 10 days to file a rebuttal if you so desire. **If you decide to file a rebuttal, you must send a copy to Ms. Torres.** Rebuttals should not exceed 25 pages and may refer to any additional documents or exhibits that are available on request. Please address any and all correspondence to me.

It is important that you keep The Florida Bar informed of any changes to your contact information.

Please be advised that as an arm of the Supreme Court of Florida, The Florida Bar can investigate allegations of misconduct against attorneys, and where appropriate, request that the attorney be disciplined. The Florida Bar cannot render legal advice nor can The Florida Bar represent individuals or intervene on their behalf in any civil or criminal matter.

Please review the enclosed Notice on mailing instructions for information on submitting your rebuttal.

Sincerely,

Annemarie Craft, Bar Counsel
Attorney Consumer Assistance Program
ACAP Hotline 866-352-0707

Enclosures

cc: Ms. Susan Rachel Torres

NOTICE OF GRIEVANCE PROCEDURES

1. The enclosed letter is an informal inquiry. Your response is required under the provisions of The Rules Regulating The Florida Bar 4 8.4(g), Rules of Professional Conduct. Failure to provide a written response to this complaint is in itself a violation of Rule 4 8.4(g). You may respond by US Mail or email to acapintake@floridabar.org. Please attach your response to the email and reference the file number in the subject line. If you do not respond, the matter will be forwarded to the grievance committee for disposition in accordance with Rule 3-7.3 of the Rules of Discipline.
2. Many complaints considered first by staff counsel are not forwarded to a grievance committee, as they do not involve violations of the Rules of Professional Conduct justifying disciplinary action.
3. “Pursuant to Rule 3-7.1(a), Rules of Discipline, any response by you in these proceedings shall become part of the public record of this matter and thereby become accessible to the public upon the closure of the case by Bar counsel or upon a finding of no probable cause, probable cause, minor misconduct, or recommendation of diversion. Disclosure during the pendency of an investigation may be made only as to status if a specific inquiry concerning this case is made and if this matter is generally known to be in the public domain.”
4. The grievance committee is the Bar’s “grand jury.” Its function and procedure are set forth in Rule 3-7.4. Proceedings before the grievance committee, for the most part, are non-adversarial in nature. However, you should carefully review Chapter 3 of the Rules Regulating The Florida Bar.
5. If the grievance committee finds probable cause, formal adversarial proceedings, which ordinarily lead to disposition by the Supreme Court of Florida, will be commenced under 3-7.6, unless a plea is submitted under Rule 3-7.9.



The Florida Bar

651 East Jefferson Street
Tallahassee, FL 32399-2300

Joshua E. Doyle
Executive Director

850/561-5600
www.FLORIDABAR.org

February 7, 2024

Ms. Susan Rachel Torres
7750 SW 117th Ave Ste 202B
Miami, FL 331833844

Re: Complaint by Kasey Jones against Susan Rachel Torres
The Florida Bar File No. 2024-70,344 (11F)

Dear Ms. Torres:

As of this date, I have not received a copy of your response to the above complaint. Please be advised that you are obligated to provide a written response pursuant to Rule 4-8.4(g).

Please provide the requested information by **February 16, 2024**. Please note that failure to timely provide this information may be considered a violation of Rule 4-8.4(g).

Sincerely,

Annemarie Craft, Bar Counsel
Attorney Consumer Assistance Program
ACAP Hotline 866-352-0707

cc: Ms. Kasey Jones

Received Wed 02/07/2024 7:32PM
From Susan Torres
Subject Re: FW: Jones v. Torres, TFB File # 202470344
To ACAPIntake
cc
bcc

Hi,

I just returned to my office last Friday after having been ill for the past two weeks. I will respond to Ms. Jones' complaint within the next two days. I apologize for the delay.

Thanks,

Susan R. Torres, Esq.

Immigration and Nationality Attorney

Law Office of Susan R. Torres, P.L.
7750 SW 117 AVENUE, SUITE 202B
MIAMI, FL 33183

Phone: 305-632-2282

Fax: 305-508-6679

Email: storr010@gmail.com

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.

On Wed, Feb 7, 2024 at 9:15?AM ACAPIntake <acapintake@floridabar.org> wrote:

Please review the attachments. The new due date for your response to the Bar complaint is February 16, 2024

Annemarie Craft, Senior Attorney
Attorney Consumer Assistance Program
The Florida Bar

TFB Exhibit C

651 E. Jefferson Street
Tallahassee, Florida 32399
ACAP Hotline: 866-352-0707

Please note: Florida has very broad public records laws. Many written communications to or from The Florida Bar regarding Bar business may be considered public records, which must be made available to anyone upon request. Your e-mail communications may therefore be subject to public disclosure.

Received Wed 02/28/2024 8:36AM
From Craft, Annemarie
Subject TFB File 202470344
To storr010@gmail.com
cc kaseymj92@gmail.com
bcc

Ms. Torres,

I do not see where your response was received. If you emailed it, please let me know the size. It was too large our email server could have rejected it.

Also please let me know when it is emailed.

Annemarie Craft, Senior Attorney
Attorney Consumer Assistance Program
The Florida Bar
651 E. Jefferson Street
Tallahassee, Florida 32399
ACAP Hotline: 866-352-0707



The Florida Bar

Miami Branch Office
444 Brickell Avenue
Rivergate Plaza, Suite M-100
Miami, Florida 33131-2404
(305) 377-4445

Joshua E. Doyle
Executive Director

850/561-5600
www.FLORIDABAR.org

March 18, 2024

VIA E-Mail to storr010@gmail.com

*Via U.S Certified Mail, Return Receipt
No. 7014 2120 0003 5157 3467*

Ms. Susan Rachel Torres
7750 SW 117th Ave Ste 202B
Miami, FL 331833844

**Re: *Complaint of Kasey Jones against Susan Rachel Torres
The Florida Bar File No. 2024-70,344 (11J)***

Dear Ms. Torres:

To date you have not responded to The Florida Bar's Letters dated February 2, 2024, and February 7, 2024, regarding the above referenced matter. In addition, you emailed the bar on February 7, 2024, indicating that you had been ill and requested two additional days to respond. Again, no response was received. Failure to submit a response in this matter within (10 days) on or before **March 28, 2024** will result in this matter being referred to a grievance committee. You are cautioned with respect to R. Regulating Fla. Bar. 4-8.4(g) which makes it a violation for a lawyer to fail to respond to the bar's inquiries and may result in the bar pursuing a contempt action against you.

In addition, please provide a copy of your file.

Sincerely,

Tonya L. Avery
Bar Counsel

TA/raf

Enclosure – The Florida Bar's Letter dated February 7, 2024.

From: [Susan Torres](#)
To: [Fonseca, Rafael](#)
Subject: Re: Complaint of Kasey Jones against Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11J)
Date: Saturday, March 30, 2024 9:28:57 AM

Mr. Fonseca,

I need to apologize for not responding to Ms. Jones' complaint by yesterday (it has definitely been on my mind) - but because of an increase in immigration filing fees by USCIS which will start on Monday / I have been trying to get all necessary work by today (all work needs to be postmarked by today) .

I will however work on my response tomorrow, and will have to you all by Monday - also I'd really like to speak to someone at the ethics hotline prior to turning my response in.

I apologize if this causes any inconvenience. Feel free to call me at my cellphone if needed. My number is (305) 632-2282 .

Thanks,

Susan

Sent from my iPhone

On Mar 19, 2024, at 10:04 AM, Fonseca, Rafael <rfonseca@floridabar.org> wrote:

Dear Ms. Torres:

On behalf of Bar Counsel, find correspondence attached, regarding the above stated matter.

Your Deadline for a response **March 29, 2024.**

Thank you,

Rafael A. Fonseca Arvelo | Email: Rfonseca@FloridaBar.org

Legal Secretary of Tonya Avery, Bar Counsel

Tel: (305) 377 – 4445 Fax: (305) 377 - 4519

THE FLORIDA BAR

Print this message only if it is necessary.

Please note: Florida has very broad public records laws. Many written communications to or from The Florida Bar regarding Bar business may be considered public records, which must be made available to anyone upon request. Your e-mail communications may therefore be subject to public disclosure.

<10 Day.pdf>

Received Wed 04/03/2024 11:04AM

From Avery, Tonya L

Subject RE: Complaint of Kasey Jones against Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11J)

To Susan Torres

cc Fonseca, Rafael

bcc

Ms. Torres:

Despite several opportunities to provide a written response to this bar grievance, you still have failed to do so. As you are aware a failure to respond is itself a rule violation and may further subject to contempt proceedings. With that said, we are extending you one last courtesy to respond to the bar grievance no later than **Friday April 5, 2024**. Your prompt attention to this matter is greatly appreciated.

Finally, as bar counsel it is imperative that you keep me on copied on all responses.

Thank you.

Tonya L. Avery, Bar Counsel
The Florida Bar
Rivergate Plaza, Suite M100
444 Brickell Avenue
Miami, FL 33131
Phone: (305) 377-4445
Fax: (305) 377-4519
Email: tavery@floridabar.org

From: Fonseca, Rafael <rfonseca@floridabar.org>

Sent: Wednesday, April 3, 2024 10:56 AM

To: Susan Torres <storr010@gmail.com>

Cc: Avery, Tonya L <TAvery@floridabar.org>

Subject: RE: Complaint of Kasey Jones against Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11J)

Good morning Ms. Torres:

I am following up on your email from Saturday, we have not yet received your response,

Thank you

TFB Exhibit G

Rafael A. Fonseca Arvelo | Email: Rfonseca@FloridaBar.org

Legal Secretary of Tonya Avery, Bar Counsel

Tel: (305) 377 – 4445 Fax: (305) 377 - 4519

THE FLORIDA BAR

Print this message only if it is necessary.

From: Susan Torres <storr010@gmail.com>

Sent: Saturday, March 30, 2024 9:29 AM

To: Fonseca, Rafael <rfonseca@floridabar.org>

Subject: Re: Complaint of Kasey Jones against Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11J)

Mr. Fonseca,

I need to apologize for not responding to Ms. Jones' complaint by yesterday (it has definitely been on my mind) - but because of an increase in immigration filing fees by USCIS which will start on Monday / I have been trying to get all necessary work by today (all work needs to be postmarked by today) .

I will however work on my response tomorrow, and will have to you all by Monday - also I'd really like to speak to someone at the ethics hotline prior to turning my response in.

I apologize if this causes any inconvenience. Feel free to call me at my cellphone if needed. My number is (305) 632-2282 .

Thanks,

Susan

Sent from my iPhone

On Mar 19, 2024, at 10:04?AM, Fonseca, Rafael <rfonseca@floridabar.org> wrote:

?

Dear Ms. Torres:

On behalf of Bar Counsel, find correspondence attached, regarding the above stated matter.
Your Deadline for a response **March 29, 2024.**

Thank you,

Rafael A. Fonseca Arvelo | Email: Rfonseca@FloridaBar.org

Legal Secretary of Tonya Avery, Bar Counsel

Tel: (305) 377 – 4445 Fax: (305) 377 - 4519

THE FLORIDA BAR

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<10 Day.pdf>

Received Tue 04/23/2024 1:42PM

From Fonseca, Rafael

Subject Complaint by Kasey Jones against Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11F)

To storr010@gmail.com

cc Chung, William; kaseymj92@gmail.com; Altanese P. Phenelus

bcc Alice Sum

Letter to Respondent - Notice of Hearing re NonCompliance.pdf

Dear Ms. Torres:

On behalf of Bar Counsel, find correspondence attached, regarding the above stated matter.

Your Deadline for a response **May 09, 2024.**

Thank you,

Rafael A. Fonseca Arvelo | Email: Rfonseca@FloridaBar.org

Legal Secretary of Tonya Avery, Bar Counsel

Tel: (305) 377 – 4445 Fax: (305) 377 - 4519

THE FLORIDA BAR

[Print this message only if it is necessary.](#)



The Florida Bar

Miami Branch Office
444 Brickell Avenue
Rivergate Plaza, Suite M-100
Miami, Florida 33131-2404
(305) 377-4445

Joshua E. Doyle
Executive Director

850/561-5600
www.FLORIDABAR.org

April 23, 2024

VIA E-Mail to storr010@gmail.com

Ms. Susan Rachel Torres
7750 SW 117th Ave Ste 202B
Miami, FL 331833844

Re: Complaint by Kasey Jones against Susan Rachel Torres
The Florida Bar File No. 2024-70,344 (11F);

Dear Ms. Torres:

This letter is to advise you that the Eleventh Judicial Circuit Grievance Committee "F" will consider the above-referenced case, pursuant to Rules 3-7.4 and 3-7.11 of the Rules Regulating The Florida Bar. The matter to be heard is the Request For Issuance of Notice of Non-Compliance and Finding of Contempt for your failure to respond to official Bar inquiries in the above-referenced case.

You have the opportunity to make a written statement, sworn or unsworn, explaining, refuting or admitting the alleged misconduct. This statement must be received by me no later than **May 9, 2024**. Pursuant to Rule 3-7.4(a) of the Rules Regulating The Florida Bar, below is a list of the members of Grievance Committee 11"F". There will be no appearances by any party or witnesses in this case.

Sincerely,

William Wonil Chung
Bar Counsel

Enclosure: Grievance Committee Roster

THE FLORIDA BAR

cc: Ms. Kasey Jones, Complainant
Ms. Altanese P. Phenelus, Chair
Ms. Alice Sum, Designated Reviewer

Index of Materials to be Reviewed

1. The Florida Bar's Letter to Respondent dated January 16, 2024.
2. The Florida Bar's Letter to Respondent dated February 7, 2024.
3. Email to/from ACAP and Respondent sent February 7, 2024.
4. Email to/from ACAP and Respondent sent February 28, 2024
5. The Florida Bar's Letter to Respondent dated March 18, 2024.
6. Email to/from Bar Counsel and Respondent sent April 03, 2024

List of Members of Grievance Committee (11F) (Pursuant to the requirements of Rule 3-7.4(a), the following is a list of the members of the Grievance Committee considering this matter)

Altanese P. Phenelus, Esq. – Chair
Cary O. Aronovitz, Esq. – Vice-Chair
Guy K. Noa, Esq.
Martha L. Arias, Esq.
Jonathan B. Blecher, Esq.
Lourdes C. Arruza (N/L)
Edgard H. Delgado (N/L)
Haley J. Philips (N/L)



The Florida Bar

651 East Jefferson Street
Tallahassee, FL 32399-2300

Joshua E. Doyle
Executive Director

850/561-5600
www.FLORIDABAR.org

January 16, 2024

Ms. Susan Rachel Torres
7750 SW 117th Ave Ste 202B
Miami, FL 33183-3844

Re: Complaint by Kasey Jones against Susan Rachel Torres
The Florida Bar File No. 2024-70,344 (11F)

Dear Ms. Torres:

Enclosed is a copy of an inquiry/complaint and any supporting documents submitted by the above referenced complainant(s). Your response to this complaint is required under the provisions of Rule 4-8.4(g), Rules of Professional Conduct of the Rules Regulating The Florida Bar, and is due in our office by **January 31, 2024**. **Responses should not exceed 25 pages** and may refer to any additional documents or exhibits that are available on request. Failure to provide a written response to this complaint is in itself a violation of Rule 4-8.4(g). **You are further required to furnish the complainant with a complete copy of your written response, including any documents submitted therewith.**

Pursuant to Rule 3-7.1(f), Rules of Discipline, you are further required to complete and return the enclosed Certificate of Disclosure form.

Finally, the filing of this complaint does not preclude communication between the attorney and the complainant(s). Please review the enclosed Notice for information on submitting your response.

Sincerely,

Annemarie Craft, Bar Counsel
Attorney Consumer Assistance Program
ACAP Hotline 866-352-0707

Enclosures

cc: Ms. Kasey Jones

Pursuant to Rule 3-7.1(f) of the Rules Regulating The Florida Bar, you must execute the applicable section of this form and return it to my attention. The rule provides that the nature of the charges be described in the notice to your firm or you may attach a copy of the complaint.

CERTIFICATE OF DISCLOSURE

I HEREBY CERTIFY that on this _____ day of _____, 20____, a true copy of the foregoing disclosure was furnished to _____, a member of my present law firm of _____, and, if different, to _____, a member of the law firm of _____, with which I was associated at the time of the act(s) giving rise to the complaint in The Florida Bar File No. 2024-70,344 (11F).

Susan Rachel Torres

CERTIFICATE OF DISCLOSURE
(Corporate/Government Employment)

I HEREBY CERTIFY that on this _____ day of _____, 20____, a true copy of the foregoing disclosure was furnished to _____, my supervisor at _____ (name of agency), with which I was associated at the time of the act(s) giving rise to the complaint in The Florida Bar File No. 2024-70,344 (11F).

Susan Rachel Torres

CERTIFICATE OF NON-LAW FIRM AFFILIATION
(Sole Practitioner)

I HEREBY CERTIFY to The Florida Bar on this _____ day of _____, 20____, that I am not presently affiliated with a law firm and was not affiliated with a law firm at the time of the act(s) giving rise to the complaint in The Florida Bar File No. 2024-70,344 (11F).

Susan Rachel Torres

NOTICE OF GRIEVANCE PROCEDURES

1. The enclosed letter is an official inquiry by bar counsel. Your response is required under Rule 4-8.4(g) of the Rules Regulating The Florida Bar. Rule 4-8.4(g)(1) and (2) require that a lawyer submit a written response within 15 days to an initial inquiry and within 10 days to any follow-up inquiry made by bar counsel, the grievance committee or the board of governors during the course of an investigation of the lawyer's conduct. You may respond by US Mail or email to acapintake@floridabar.org. Please attach your response to the email and reference the file number in the subject line. If you do not respond, the matter will be forwarded to the grievance committee for disposition in accordance with Rule 3-7.3. Failure to respond may also be a matter of contempt and processed in accordance with Rule 3-7.11(f).
2. Many inquiries considered first by staff counsel are not forwarded to a grievance committee, as they do not involve violations of the Rules of Professional Conduct justifying disciplinary action.
3. Pursuant to Rule 3-7.1, any reports, correspondence, papers, recordings and/or transcripts of hearings submitted by you in this matter shall become accessible to the public upon dismissal or a decision by the grievance committee. Please advise Bar Counsel if you believe any material provided to The Florida Bar is confidential under applicable law and identify the basis of your claim that the material is confidential. Please note that The Florida Bar is required to acknowledge the status of proceedings during the pendency of an investigation, if a specific inquiry is made and the matter is deemed to be in the public domain.
4. The grievance committee is the Bar's "grand jury." Proceedings before the grievance committee are non-adversarial in nature. The grievance committee's function and procedures are set forth in Rule 3-7.4.
5. If the grievance committee finds probable cause, formal adversarial proceedings before the Supreme Court of Florida will be initiated pursuant to Rule 3-7.6. A referee will make a recommendation as to guilt and discipline to The Supreme Court of Florida, unless a plea is submitted pursuant to Rule 3-7.9.



The Florida Bar

651 East Jefferson Street
Tallahassee, FL 32399-2300

Joshua E. Doyle
Executive Director

850/561-5600
www.FLORIDABAR.org

January 16, 2024

Ms. Kasey Jones
2620 Executive Drive
Unit 4217
Venice, FL 34292

Re: Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11F)

Dear Ms. Jones:

Enclosed is a copy of our letter to Ms. Torres which requires a response to your complaint.

Once you receive Ms. Torres's response, you have 10 days to file a rebuttal if you so desire. **If you decide to file a rebuttal, you must send a copy to Ms. Torres.** Rebuttals should not exceed 25 pages and may refer to any additional documents or exhibits that are available on request. Please address any and all correspondence to me.

It is important that you keep The Florida Bar informed of any changes to your contact information.

Please be advised that as an arm of the Supreme Court of Florida, The Florida Bar can investigate allegations of misconduct against attorneys, and where appropriate, request that the attorney be disciplined. The Florida Bar cannot render legal advice nor can The Florida Bar represent individuals or intervene on their behalf in any civil or criminal matter.

Please review the enclosed Notice on mailing instructions for information on submitting your rebuttal.

Sincerely,

Annemarie Craft, Bar Counsel
Attorney Consumer Assistance Program
ACAP Hotline 866-352-0707

Enclosures

cc: Ms. Susan Rachel Torres

NOTICE OF GRIEVANCE PROCEDURES

1. The enclosed letter is an informal inquiry. Your response is required under the provisions of The Rules Regulating The Florida Bar 4 8.4(g), Rules of Professional Conduct. Failure to provide a written response to this complaint is in itself a violation of Rule 4 8.4(g). You may respond by US Mail or email to acapintake@floridabar.org. Please attach your response to the email and reference the file number in the subject line. If you do not respond, the matter will be forwarded to the grievance committee for disposition in accordance with Rule 3-7.3 of the Rules of Discipline.
2. Many complaints considered first by staff counsel are not forwarded to a grievance committee, as they do not involve violations of the Rules of Professional Conduct justifying disciplinary action.
3. “Pursuant to Rule 3-7.1(a), Rules of Discipline, any response by you in these proceedings shall become part of the public record of this matter and thereby become accessible to the public upon the closure of the case by Bar counsel or upon a finding of no probable cause, probable cause, minor misconduct, or recommendation of diversion. Disclosure during the pendency of an investigation may be made only as to status if a specific inquiry concerning this case is made and if this matter is generally known to be in the public domain.”
4. The grievance committee is the Bar’s “grand jury.” Its function and procedure are set forth in Rule 3-7.4. Proceedings before the grievance committee, for the most part, are non-adversarial in nature. However, you should carefully review Chapter 3 of the Rules Regulating The Florida Bar.
5. If the grievance committee finds probable cause, formal adversarial proceedings, which ordinarily lead to disposition by the Supreme Court of Florida, will be commenced under 3-7.6, unless a plea is submitted under Rule 3-7.9.



The Florida Bar

651 East Jefferson Street
Tallahassee, FL 32399-2300

Joshua E. Doyle
Executive Director

850/561-5600
www.FLORIDABAR.org

February 7, 2024

Ms. Susan Rachel Torres
7750 SW 117th Ave Ste 202B
Miami, FL 331833844

Re: Complaint by Kasey Jones against Susan Rachel Torres
The Florida Bar File No. 2024-70,344 (11F)

Dear Ms. Torres:

As of this date, I have not received a copy of your response to the above complaint. Please be advised that you are obligated to provide a written response pursuant to Rule 4-8.4(g).

Please provide the requested information by **February 16, 2024**. Please note that failure to timely provide this information may be considered a violation of Rule 4-8.4(g).

Sincerely,

Annemarie Craft, Bar Counsel
Attorney Consumer Assistance Program
ACAP Hotline 866-352-0707

cc: Ms. Kasey Jones

Received Wed 02/07/2024 7:32PM
From Susan Torres
Subject Re: FW: Jones v. Torres, TFB File # 202470344
To ACAPIntake
cc
bcc

Hi,

I just returned to my office last Friday after having been ill for the past two weeks. I will respond to Ms. Jones' complaint within the next two days. I apologize for the delay.

Thanks,

Susan R. Torres, Esq.

Immigration and Nationality Attorney

Law Office of Susan R. Torres, P.L.
7750 SW 117 AVENUE, SUITE 202B
MIAMI, FL 33183

Phone: 305-632-2282

Fax: 305-508-6679

Email: storr010@gmail.com

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On Wed, Feb 7, 2024 at 9:15?AM ACAPIntake <acapintake@floridabar.org> wrote:

Please review the attachments. The new due date for your response to the Bar complaint is February 16, 2024

Annemarie Craft, Senior Attorney
Attorney Consumer Assistance Program
The Florida Bar

651 E. Jefferson Street
Tallahassee, Florida 32399
ACAP Hotline: 866-352-0707

Please note: Florida has very broad public records laws. Many written communications to or from The Florida Bar regarding Bar business may be considered public records, which must be made available to anyone upon request. Your e-mail communications may therefore be subject to public disclosure.

Received Wed 02/28/2024 8:36AM
From Craft, Annemarie
Subject TFB File 202470344
To storr010@gmail.com
cc kaseymj92@gmail.com
bcc

Ms. Torres,

I do not see where your response was received. If you emailed it, please let me know the size. It was too large our email server could have rejected it.

Also please let me know when it is emailed.

Annemarie Craft, Senior Attorney
Attorney Consumer Assistance Program
The Florida Bar
651 E. Jefferson Street
Tallahassee, Florida 32399
ACAP Hotline: 866-352-0707



The Florida Bar

Miami Branch Office
444 Brickell Avenue
Rivergate Plaza, Suite M-100
Miami, Florida 33131-2404
(305) 377-4445

Joshua E. Doyle
Executive Director

850/561-5600
www.FLORIDABAR.org

March 18, 2024

VIA E-Mail to storr010@gmail.com

*Via U.S Certified Mail, Return Receipt
No. 7014 2120 0003 5157 3467*

Ms. Susan Rachel Torres
7750 SW 117th Ave Ste 202B
Miami, FL 331833844

**Re: *Complaint of Kasey Jones against Susan Rachel Torres
The Florida Bar File No. 2024-70,344 (11J)***

Dear Ms. Torres:

To date you have not responded to The Florida Bar's Letters dated February 2, 2024, and February 7, 2024, regarding the above referenced matter. In addition, you emailed the bar on February 7, 2024, indicating that you had been ill and requested two additional days to respond. Again, no response was received. Failure to submit a response in this matter within (10 days) on or before **March 28, 2024** will result in this matter being referred to a grievance committee. You are cautioned with respect to R. Regulating Fla. Bar. 4-8.4(g) which makes it a violation for a lawyer to fail to respond to the bar's inquiries and may result in the bar pursuing a contempt action against you.

In addition, please provide a copy of your file.

Sincerely,

Tonya L. Avery
Bar Counsel

TA/raf

Enclosure – The Florida Bar's Letter dated February 7, 2024.

Received Wed 04/03/2024 11:04AM

From Avery, Tonya L

Subject RE: Complaint of Kasey Jones against Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11J)

To Susan Torres

cc Fonseca, Rafael

bcc

Ms. Torres:

Despite several opportunities to provide a written response to this bar grievance, you still have failed to do so. As you are aware a failure to respond is itself a rule violation and may further subject to contempt proceedings. With that said, we are extending you one last courtesy to respond to the bar grievance no later than **Friday April 5, 2024**. Your prompt attention to this matter is greatly appreciated.

Finally, as bar counsel it is imperative that you keep me on copied on all responses.

Thank you.

Tonya L. Avery, Bar Counsel
The Florida Bar
Rivergate Plaza, Suite M100
444 Brickell Avenue
Miami, FL 33131
Phone: (305) 377-4445
Fax: (305) 377-4519
Email: tavery@floridabar.org

From: Fonseca, Rafael <rfonseca@floridabar.org>

Sent: Wednesday, April 3, 2024 10:56 AM

To: Susan Torres <storr010@gmail.com>

Cc: Avery, Tonya L <TAvery@floridabar.org>

Subject: RE: Complaint of Kasey Jones against Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11J)

Good morning Ms. Torres:

I am following up on your email from Saturday, we have not yet received your response,

Thank you

Rafael A. Fonseca Arvelo | Email: Rfonseca@FloridaBar.org

Legal Secretary of Tonya Avery, Bar Counsel

Tel: (305) 377 – 4445 Fax: (305) 377 - 4519

THE FLORIDA BAR

Print this message only if it is necessary.

From: Susan Torres <storr010@gmail.com>

Sent: Saturday, March 30, 2024 9:29 AM

To: Fonseca, Rafael <rfonseca@floridabar.org>

Subject: Re: Complaint of Kasey Jones against Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11J)

Mr. Fonseca,

I need to apologize for not responding to Ms. Jones' complaint by yesterday (it has definitely been on my mind) - but because of an increase in immigration filing fees by USCIS which will start on Monday / I have been trying to get all necessary work by today (all work needs to be postmarked by today) .

I will however work on my response tomorrow, and will have to you all by Monday - also I'd really like to speak to someone at the ethics hotline prior to turning my response in.

I apologize if this causes any inconvenience. Feel free to call me at my cellphone if needed. My number is (305) 632-2282 .

Thanks,

Susan

Sent from my iPhone

On Mar 19, 2024, at 10:04?AM, Fonseca, Rafael <rfonseca@floridabar.org> wrote:

?

Dear Ms. Torres:

On behalf of Bar Counsel, find correspondence attached, regarding the above stated matter.
Your Deadline for a response **March 29, 2024.**

Thank you,

Rafael A. Fonseca Arvelo | Email: Rfonseca@FloridaBar.org

Legal Secretary of Tonya Avery, Bar Counsel

Tel: (305) 377 – 4445 Fax: (305) 377 - 4519

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<10 Day.pdf>

From: [Susan Torres](#)
To: [Fonseca, Rafael](#)
Subject: Re: Complaint by Kasey Jones against Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11F)
Date: Friday, May 10, 2024 2:35:59 AM

Mr. Fonseca,

I have been trying to send my response to the Committee for the past several hours, but continue to be unsuccessful. I am currently traveling and it seems that the internet where I am, is not strong enough to send the entirety of it. I apologize for the delay and did not foresee this being an issue. If you could please allow me until I get back home (which will be no later than 6 pm tomorrow) I would greatly appreciate it. I apologize for the delay and any inconvenience it may cause.

Sincerely,

Susan R. Torres, Esq.

Immigration and Nationality Attorney

Law Office of Susan R. Torres, P.L.
7750 SW 117 AVENUE, SUITE 202B
MIAMI, FL 33183

Phone: 305-632-2282

Fax: 305-508-6679

Email: storr010@gmail.com

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On Tue, Apr 23, 2024 at 1:41 PM Fonseca, Rafael <rfonseca@floridabar.org> wrote:

Dear Ms. Torres:

On behalf of Bar Counsel, find correspondence attached, regarding the above stated matter.

Your Deadline for a response **May 09, 2024.**

Thank you,

Rafael A. Fonseca Arvelo | Email: Rfonseca@FloridaBar.org

Legal Secretary of Tonya Avery, Bar Counsel

Tel: (305) 377 – 4445 Fax: (305) 377 - 4519

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Received Mon 05/13/2024 1:08PM

From Fonseca, Rafael

Subject RE: Complaint by Kasey Jones against Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11F)

To Susan Torres

cc Chung, William

bcc

Good afternoon Ms. Torres,

We still have not received your response.

Thank you,

Rafael A. Fonseca Arvelo | Email: Rfonseca@FloridaBar.org

Legal Secretary of Tonya Avery, Bar Counsel

Tel: (305) 377 – 4445 Fax: (305) 377 - 4519

THE FLORIDA BAR

Print this message only if it is necessary.

From: Susan Torres <storr010@gmail.com>

Sent: Friday, May 10, 2024 2:36 AM

To: Fonseca, Rafael <rfonseca@floridabar.org>

Subject: Re: Complaint by Kasey Jones against Susan Rachel Torres; The Florida Bar File No. 2024-70,344 (11F)

Mr. Fonseca,

I have been trying to send my response to the Committee for the past several hours, but continue to be unsuccessful. I am currently traveling and it seems that the internet where I am, is not strong enough to send the entirety of it. I apologize for the delay and did not foresee this being an issue. If you could please allow me until I get back home (which will be no later than 6 pm tomorrow) I would greatly appreciate it. I apologize for the delay and any inconvenience it may cause.

Sincerely,

Susan R. Torres, Esq.

Immigration and Nationality Attorney

Law Office of Susan R. Torres, P.L.
7750 SW 117 AVENUE, SUITE 202B
MIAMI, FL 33183

Phone: 305-632-2282

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Email: storr010@gmail.com

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On Tue, Apr 23, 2024 at 1:41?PM Fonseca, Rafael <rfonseca@floridabar.org> wrote:

Dear Ms. Torres:

On behalf of Bar Counsel, find correspondence attached, regarding the above stated matter.
Your Deadline for a response **May 09, 2024.**

Thank you,

Rafael A. Fonseca Arvelo | Email: Rfonseca@FloridaBar.org
Legal Secretary of Tonya Avery, Bar Counsel
Tel: (305) 377 – 4445 Fax: (305) 377 - 4519

THE FLORIDA BAR

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