

## **4-5 Gray's Inn Square**

### **Chambers Complaints Procedure**

1. Chambers' aim is to give you the best possible service at all times. However, if you have a complaint you are invited to let Chambers know as soon as possible.
2. Please note that Chambers will only consider complaints within six months of the act or omission of which complaint is made.

#### **Complaints made by Telephone**

3. You may wish to make a complaint in writing and, if so, please follow the procedure below. However, if you would rather speak on the telephone about your complaint then please telephone our Chief Executive. If your complaint is about the Chambers Director, he will pass on the call to one or other of the Heads of Chambers. A note of the details of your complaint will be made. Your concerns will be discussed with the aim to resolve them. If the matter is resolved he will record the outcome, check that you are satisfied with the outcome and record that you are satisfied. You may also wish to record the outcome of the telephone discussion in writing.
4. If your complaint is not resolved on the telephone you will be invited to write to Chambers about it within the next 14 days so it can be investigated formally.

## **Complaints made in Writing**

5. Please give the following details:

- Your name and address;
- Which member(s) of Chambers or staff you are complaining about;
- The detail of the complaint; and
- What you would like done about it.

Please address your letter to the Chambers Director at 4-5 Gray's Inn Square.

Where possible, receipt of your complaint will be acknowledged within two days and details provided of how your complaint will be dealt with.

6. A person may be appointed to investigate your complaint and will write to you as soon as possible to let you know who has been appointed and that there will be a reply to your complaint within 14 days. If this cannot be met a new date may be set. The reply will be set out:

- The nature and scope of the investigation;
- The conclusion on each complaint and the basis for such conclusion; and
- If he/she finds that you are justified in your complaint, proposals for resolving the complaint.

## **Confidentiality**

7. All conversations and documents relating to the complaints will be treated as confidential and will be disclosed only to the extent that is necessary. Disclosure will be to head of chambers, and to anyone involved in the complaint and its investigation. Such people will include the barrister member or staff who you have complained about and the person who investigates the complaint. The Bar Standards Board is entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions.

## **Our Policy**

8. As part of our commitment to client care, Chambers make a written record of any complaint and retains all documents and correspondence generated by the complaint for a period of six years.

## **Complaints to the Bar Standards Board (the regulatory arm of the Bar Council, the professional body for barristers) or the Legal Ombudsman**

9. If you are unhappy with the outcome of our procedure, you have the choice of taking up your complaint with the Legal Ombudsman. Generally, the Legal Ombudsman will only consider your complaint if you have first used Chambers complaints procedure, but the Ombudsman will consider a complaint where there has been no resolution under our complaints procedure within 8 weeks of your complaint.

10. You can write to them:

Legal Ombudsman  
P.O. Box 15870  
Birmingham  
B30 9EB  
Tel: 0300 555 0333  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)