

## **EXTERNAL COMPLAINTS PROCEDURE**

Clients will be routinely advised (in the standard Client care letter) of Chambers' policy on complaints, as follows;

### **CHAMBERS' COMPLAINTS PROCEDURE**

Our aim is to give you a good service at all times. If you have a complaint you are invited to inform us as soon as possible.

#### Complaints made by Telephone

If you wish to raise a complaint by telephone please ring the barrister concerned or (if the complaint is about a member of staff) the Senior Clerk (Paul Outen, 020 7 489 2727). If the complaint is about the Senior Clerk, telephone the Head of Chambers – (Steven Kay QC, 020 7 489 2727). The person you contact will make a note of the following details.

#### Your complaint

What you would like done about it.

They will discuss your concerns with you and aim to resolve them.

If the matter is resolved, we will record the outcome and confirm it to you in writing. If the matter is not resolved by telephone, we will then treat it as a written complaint (see the following paragraph).

#### Complaints made in Writing

Please give the following details and send your letter to the Senior Clerk at the above address.

#### Your name and address.

Which member(s) of chambers you are complaining about;

The detail of the complaint

What you would like done about it.

Within 7 days of your letter being received the Head of Chambers or his deputy will begin an investigation into your complaint. We will aim to reply to your complaint within a further 7 days from that point. The reply will set out:

- The nature and scope of the investigation;
- The basis for our conclusion on each complaint
- If you are justified, the proposals for resolving the complaint.

#### Confidentiality

All conversations and documents relating to your complaint will be treated as confidential. Disclosure will be to the Head of Chambers, members of the Management Committee and to anyone involved in the complaint and its investigation. Such people will include the barrister member or staff who you have complained about.

#### Our Policy

As part of our commitment to client care we make a written record of any complaint. The

Management Committee inspects the record regularly with a view to improving services.

Complaints to the BSB (professional body for barristers)

We hope that you will use our procedure. If you would rather not, or are unhappy with the outcome, you can raise your complaint with the Legal Ombudsman. You can write to them at:

PO Box 6806, Wolverhampton WV1 9WJ

Tel: 0300 555 0333

E-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: <http://www.legalombudsman.org.uk/>

Should you have any comments to make about the service offered by chambers and in particular if you have any dissatisfaction with our quality of service do please contact the Senior Clerk Paul Outen on 0207 489 2727. With effect from 6th October 2010, we are also required by the Bar's Code of Conduct to ensure that all lay clients are informed (a) of their right to make a complaint, how and to whom this can be done, including their right to complain to the Legal Ombudsman at the conclusion of the complaints process, the timeframe for doing so and the full details of how to contact the Legal Ombudsman; and (b) that the lay client may complain directly to Chambers without going through solicitors.