

Chambers Complaints Procedure

- 1) Chambers aim is to give excellent service at all times and we constantly seek to ensure that we keep aware of clients' needs and expectations. However, should you have a complaint you are invited to let us know as soon as possible. You may wish to make a complaint in writing, please see the procedure below or if you would rather speak on the telephone about your complaint you may speak to John Kilgallon Practice Director to discuss the matter on an informal basis.
- 2) As it is Chambers' policy to deal with complaints in a responsive way rather than hope the problem will go away early and open communication is encouraged between client and barristers to remedy most problems that arise.
- 3) Professional clients are advised of who to approach in Chambers in the event of dissatisfaction with services provided via the website and client care statement. Any client is provided with a copy of Chambers complaints procedure upon request.
- 4) In line with BSB regulations Chambers has 2 stages of complain resolutions.
- 5) A note of the details of your telephone complaint will be made and what you would like done about it. He will aim to resolve your concerns and ensure that you are satisfied with the outcome. A written record is made of any complaint as part of our commitment to Client Care and the records are available at all times to the Management Committee with a view to improving our service to clients.
- 6) If the matter is not resolved satisfactory a formal complaint may be lodged and the procedure for written complaints follows below.
- 7) Unless there are exceptional circumstances Chambers will not deal with complaints that fall outside the 12 month period from the date on which the cause arose.
- 8) Formal complaints in writing either to the relevant barrister or Practice Director will be acknowledged promptly ideally within two days and you will be sent a copy of our complaints procedure and you will be advised when a full response should follow usually between 14 and 28 days.
- 9) Please give the following details:
 - Your name and address
 - Your email address if you have one and permission to contact at that address
 - Which member(s) of Chambers you are complaining about
 - The details of the complaint
 - What you believe should be done about it
- 10) The Practice Director is to be made aware immediately of any complaint received in Chambers whether to the Clerks, a barrister or the Head of Chambers.
- 11) Should the complaint relate to actions by:

- a. A Barrister – it should be dealt with by him/ her first with the Practice Director’s knowledge who will made enquires of the barrister and with the professional client. If after this it is not resolved satisfactorily it will be dealt with by the Head of Chambers/ Head of Department.
 - b. A Staff Member – it will be dealt with by the respective Senior Clerk / Practice Director and if after this it is not resolved satisfactorily it will be dealt with by the Head of Chambers.
- 12) Following the investigation by the Practice Director/ Head of Department / Head of Chambers the reply will set out;
- The nature and scope of the investigation
 - His/ Her conclusion on each complaint and the basis of that conclusion
 - Whether he/ she finds that you are justified in your complain his/ her proposals for resolving the complaint.
- 13) All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. Disclosures will be to the Head of Chambers, the complaint handler and to anyone involved in the complaint and its investigation. A written record is made of any complaint and its investigation. A written record is made of any complaint and the records are available at all times to the Management Committee with a view to improving our service to clients.
- 14) If a complainant having the matter reviewed by the Head of Chambers is still not satisfied, the complaint can be referred to the Legal Ombudsman, address below, who is the independent complaints body for service complaints about lawyers and complaints from the barrister’s clients are within their jurisdiction but they will only consider complaints that have already been referred to Chambers and have received an unsatisfactory outcome.
- 15) It should be noted that it may not always be possible for chambers to investigate a complaint brought by a non-client as our ability to satisfactorily investigate and resolve such matters is limited and complaints of this nature are often best suited to the disciplinary process maintained by the Bar Standards Board.
- 16) If you are not the barrister’s client and are unhappy with the outcome of investigation then please contact the Bar Standards Board at the address below. There is a three month time limit from the conclusion of the investigation by Chambers in which to raise your complaint with the BSB. They can be contacted at:

Complaints Team
Bar Standard Board
289 – 292 High Holborn
London
WC1V 7HZ
Tel: 020 7611 1444
Fax: 020 7831 9217
Website: www.barstandardsboard.org.uk

Legal Ombudsman
PO BOX 6167
Slough
SL1 0EH
Tel: 0300 555 0333
e: enquiries@legalombudsman.org.uk
website: www.legalombudsman.org.uk