

## **CHAMBERS COMPLAINTS PROCEDURE**

1. Our aim is to give you a good service all times. However if you have a complaint you are invited to let us know as soon as possible. You may complain directly to Chambers without going through solicitors.

### **Complaints made by telephone**

2. You may wish to make a complaint in writing and, if so, please follow the procedure in paragraph 4 below. However, if you would rather speak on the telephone about your complaint then please telephone the barrister concerned or (if the complaint is about a member of staff) one of our senior clerks, Paul Bunting or Darren Madle. If the complaint is about our senior clerk telephone the head of chambers, Mr Mark Warwick QC. The person you contact will make a note of the details of your complaint and what you would like done about it, and will discuss your concerns with you and aim to resolve them. If the matter is resolved he/she 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.
3. If your complaint is not resolved on the telephone you will be invited to write to us about it within the next 14 days so it can be investigated formally.

### **Complaints made in writing**

4. Please give the following details: your name and address, which member(s) or employee(s) of chambers you are complaining about; the detail of the complaint; and what you would like done about it. Please address your letter to:

The Head of Chambers, Selborne Chambers, 10 Essex Street, London WC2R 3AA.

We will acknowledge receipt of your complaint promptly and provide you with details of how your complaint will be dealt with.

5. Our Chambers has a panel comprising the Head of Chambers, Mark Warwick QC, a member of the Chambers' management committee and a senior member of staff, which considers any written complaint. Within 14 days of your letter being received, the head of the panel or his deputy in his absence (or if the complaint is about the head of the panel) will appoint a member of the panel to investigate it. In any case, the person appointed will be someone other than the person you are complaining about.
6. The person appointed to investigate will write to you as soon as possible to let you know he/she has been appointed and that he/she will respond to your complaint within 14 days. If he/she finds later that he/she is not going to be able to reply within 14 days a new date will be set for the reply and you will be informed about that new date. The reply will set out the nature and scope of his investigation; the conclusion reached on each complaint and the basis for his conclusion; and If your complaint is found to be justified, his/her proposals for resolving the complaint.

## **Confidentiality**

7. All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary to deal with the complaint and discharge our obligations under the Code of Conduct. Disclosure will be to the head of chambers, members of our management committee and to anyone involved in the complaint and its investigation. Such people will include the barrister or member of staff who you have complained about, the head or relevant senior member of the panel and the person who investigates the complaint.

## **Our Policy**

8. As part of our commitment to client care we make a written record of any complaint and how it has been dealt with. The members of our management committee inspect the record regularly with a view to improving services.

## **Complaints to the Legal Ombudsman**

9. We hope that you will use our procedure. However if you would rather not do so or are unhappy with the outcome you do have the choice of taking up your complaint with the Legal Ombudsman.

[If you are unhappy with the outcome of our investigation and you fall within their jurisdiction you may take up your complaint with the Legal Ombudsman, the independent complaints body for complaints about lawyers, at the conclusion of our consideration of your complaint. The Ombudsman is not able to consider your complaint until it has first been investigated by Chambers. Please note that the Legal Ombudsman has a twelve-month time limit for the date of the act or omission about which you are complaining within which to make your complaint.] You can contact the Legal Ombudsman at:

P.O. Box 15870, Tamworth B77 9LE

Tel: 0300 555 03333 Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

10. If you are not the barrister's client and are unhappy with the outcome of our investigation you can contact the Bar Standards Board at:

Bar Standards Board, Professional Conduct Department, 289-293 High Holborn, London WC1V 7JZ.