



CHAMBERS COMPLAINTS PROCEDURE

1. Our aim is to give you the highest standard of service at 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 either the barrister concerned or one of our Senior Clerks, Paul Bunting or Darren Madle. If the complaint is about a member of staff, please telephone one of the Senior Clerks. If the complaint is about either of our Senior Clerks, telephone the Head of Chambers (currently Mr Ian Clarke KC). 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. On receipt of a complaint, the Head of Chambers will consider the complaint and appoint a person or persons of appropriate seniority (including himself) to



consider it. In any case, the person(s) appointed will be someone other than the person you are complaining about.

6. The person(s) appointed to investigate will write to you as soon as possible to let you know they have been appointed and that they will respond to your complaint within 14 days. If they find later that they are 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 the investigation; the conclusion reached on each complaint and the basis for this conclusion; and if your complaint is found to be justified, the 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(s) who investigate 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 we make a written record of any complaint and how it has been dealt with and retain it in accordance with our relevant data policy.

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 have the choice of taking up your complaint with the Legal Ombudsman if you fall within their jurisdiction. From



1 April 2023, the ordinary time limits for referring a complaint to the Legal Ombudsman are no later than:

- a. one year from the date of the act or omission being complained about;
or
- b. one year from the date when the complainant should reasonably have known that there was cause for complaint.

10. 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, at the conclusion of our consideration of your complaint. The Ombudsman is not normally able to consider your complaint until it has first been investigated by Chambers, and you have six-months to bring your complaint to the Legal Ombudsman after the date of the final complaint response from Chambers.¹ You can contact the Legal Ombudsman at: Telephone: 0300 555 0333; Minicom: 0300 555 1777; Website: www.legalombudsman.org.uk; Post: Legal Ombudsman, PO Box 6167, Slough, SL10EH.

11. 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.

12. This Procedure comes into effect on the date specified below; all previous Client Complaints Procedures/Policies are revoked.

Approved and implemented by the Secretary in consultation with the Head of Chambers pursuant to delegated powers:

N.T

5 March 2024

¹ However, for more detailed guidance as to when and the circumstances in which complaints can be referred to the Legal Ombudsman, please refer to the 'Guidance: Scheme Rules' published online at: <https://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/guidance-scheme-rules/>.