



CHAMBERS COMPLAINTS PROCEDURE

Our aim is to give you a good service at all times. However if you have a complaint you are invited to let us know as soon as possible.

Complaints made by Telephone

1. 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) the Senior Clerk, Jayne Turner. If the complaint is about the Senior Clerk telephone the Head of Chambers, Mr Andrew Robertson QC. The person you contact will make a note of the details of your complaint and what you would like done about it. S/he will discuss your concerns with you and aim to resolve them. If the matter is resolved s/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.
2. 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 in Writing

3. Please give the following details: your name and address, which member(s) of chambers you are complaining about; the details of the complaint; and what you would like done about it. Please address your letter to Jayne Turner, KBW, The Engine House, No 1 Foundry Square, Leeds LS11 5DL.
4. Our chambers has a panel headed by Mr A. Robertson QC and made up of experienced members of chambers 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 will appoint a member of the panel to investigate it. If your complaint is against the head of the panel it will be investigated by the next most senior member of the panel. In any case, the person appointed will be someone other than the person you are complaining about.
5. The person appointed to investigate will write to you as soon as possible to let you know he has been appointed and that he will reply to your complaint within 14 days. If he finds later that he is not going to be able to reply within 14 days he will set a new date for his reply and inform you. His reply will set out:

The nature and scope of his investigation

His conclusion on each complaint and the basis for his conclusion;
And

If he finds that you are justified in your complaint, his proposals for resolving the complaint.

Confidentiality

6. All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. 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 member of staff who you have complained about, the head or relevant senior member of the panel and the person who investigates the complaint.
7. As part of our commitment to client care we make a written record of any complaint. Our management committee inspects the record regularly with a view to improving services.

Complaints to the Legal Ombudsman

8. 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, 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 from the date of the act or omission about which you are complaining within which to make your complaint. You can write to them at:

Legal Ombudsman
PO Box 15870
Birmingham
B30 9EB