

## **Chambers Complaints Procedure**

1. 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**

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) our Senior Clerk - Carole Paterson. If the complaint is about the senior member of staff telephone head of chambers – Mr Ryan Clement. The person you contact will make a note of the details of your complaint and what you would like done about it. He will discuss your concerns with you and aim to resolve them. If the matter is resolved 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.
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) of chambers you are complaining about; the detail of the complaint; and what you would like done about it. Please address your letter to Carole Paterson, Senior Clerk, Conference Chambers, PO Box 626, Harrow, Middlesex HA3 7AW
5. Our Head of Chambers will consider any written complaint. Within 14 days of your letter being received the Head of Chambers will investigate it. If your complaint is against the Head of Chambers it will be investigated by the next most senior member of Chambers. In any case, the person appointed will be someone other than the person you are complaining about.

6. Head of Chambers will write to you as soon as possible to let you know 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**

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. Disclosure will be to the head of chambers, and to anyone involved in the complaint and its investigation. Such people will include the barrister member or staff who you have complained about and Head of Chambers.

### **Our Policy**

8. As part of our commitment to client care we make a written record of any complaint and inspect the record regularly with a view to improving services.

### **Complaints to the Bar Council (professional body for barristers)**

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 Bar Council. You can write to them at:

Complaints Department  
The General Council of the Bar  
Northumberland House  
High Holborn  
London WC1V 7JZ  
Tel: 020 7440 4000  
Fax: 020 7440 4001  
E-mail: [Complaints@BarCouncil.org.uk](mailto:Complaints@BarCouncil.org.uk)  
Website: [www.BarCouncil.org.uk](http://www.BarCouncil.org.uk)