

## INTRODUCTION

By complying with Quality Assurance standards and maintaining our high professional standards we aim to minimise client complaints but we recognise that those which do arise must be addressed promptly and effectively. We have therefore appointed a senior member of Chambers, Patrick Gibbs QC, to act as our Complaints Officer with responsibility for ensuring that complaints are dealt with swiftly, fairly and in accordance with our procedure.

We hope that if you have a complaint you will feel able to talk about it with the Complaints Officer on the telephone, since we may be able to resolve the problem quickly, easily and to your satisfaction. If this is not appropriate we hope that we will be able to deal with your complaint through our more formal written complaints procedure.

Please note the following:

- lay clients may complain direct to Chambers without going through solicitors;
- the Legal Ombudsman, the independent complaints body for service complaints about lawyers, has the following time limits in which a complaint must be raised with them:
  - a) Six years from the date of the act/omission
  - b) Three years from the date that the complainant should reasonably have known there were grounds for complaint (if the act/omission took place before the 6 October 2010 or was more than six years ago)
  - c) Within six months of the complaint receiving a final response from their lawyer, if that response complies with the requirements in rule 4.4 of the Scheme Rules (which requires the response to include prominently an explanation that the Legal Ombudsman was available if the complainant remained dissatisfied and the provision of full contact details for the Ombudsman and a warning that the complaint must be referred to them within six months.
- We will have regard to these timeframes when deciding whether we are able to investigate your complaint. We will not deal with complaints that fall outside the limit.

Whatever the nature of your complaint, the following will apply:

- all conversations and/or 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 person to whom you direct your complaint (as indicated below), the Head of Chambers, members of our Management Committee and senior members of staff if appropriate, an investigation panel if appointed (see 2.2.2 below) and anyone involved in the complaint and its investigation, including the person about whom the complaint is made; and
- a written record will be kept of all complaints and the steps taken to resolve them.

## 1 COMPLAINTS MADE BY TELEPHONE

### 1.1 Where to direct your complaint:

- 1.1.1 Complaints about a barrister other than the Complaints Officer should be directed to the Complaints Officer, Patrick Gibbs QC.

1.1.2 Complaints about the Complaints Officer should be directed to the Head of Chambers, Alexander Cameron QC.

Complaints about a member of staff should be directed to the Complaints Officer, Patrick Gibbs QC.

## 1.2 How your complaint will be dealt with

1.2.1 The person you contact will start a written record and make a note of your details, the details of your complaint and what you would like done about it. (It is recommended that you also keep a written record.)

1.2.2 He/she will discuss your concerns with you and aim to resolve them.

1.2.3 If the matter is resolved he/she will record the manner in which it has been resolved and indicate whether or not you are satisfied with the outcome.

## 1.3 What happens next

1.3.1 If your complaint is not resolved on the telephone we will invite you to put it in writing within 14 days so that it can be investigated formally in accordance with the procedure shown below.

1.3.2 If your complaint is resolved the record we have made will be retained on file for a period of 6 years.

## 2 COMPLAINTS MADE IN WRITING

### 2.1 Where to address your complaint

2.1.1 All written complaints should be addressed to the Complaints Officer, Patrick Gibbs QC, marked "Private & Confidential". (Complaints about the Complaints Officer should be addressed to the Head of Chambers, Alexander Cameron QC, who will perform the duties of the Complaints Officer as outlined below.)

2.1.2 Your letter should include the following details:

- Your name and address
- The name of the person about whom the complaint is being made
- The case name if applicable
- The nature of the complaint
- What you would like done about it

### 2.2 How your complaint will be dealt with

2.2.1 Your letter will be acknowledged immediately and a copy of this procedure will be enclosed with our reply.

2.2.2 The Complaints Officer will appoint a panel of experienced members of chambers to consider and investigate your complaint. The panel will exclude the person about whom the complaint is being made. You will be advised that the panel has been appointed and that the Complaints Officer will correspond with you on their behalf. The Complaints Officer will endeavour to reply to your complaint within 14 days of appointing the panel, but if for any reason this is not the case you will be kept informed.

2.2.3 The reply to your complaint will set out the following:-

- The nature and scope of the panel's investigation: this will include consultation with the person about whom the complaint is being made and any other parties, both inside and outside chambers, who were involved in the matter which gave rise to the complaint, reading of case documentation and transcripts if applicable.
- The conclusion of the panel and the basis for the conclusion

## 2.3 What happens next

2.3.1 If the conclusion is that you are justified in your complaint, the panel's proposals for resolving the complaint will also be set out in the reply.

2.3.2 If the conclusion is that you are not justified in your complaint and you accept that conclusion, the matter will be closed and the records will be placed on file.

2.3.3 If you are unhappy with the conclusion of our investigation you may take up your complaint with the **Legal Ombudsman**, the independent complaints body for complaints about lawyers. The Legal Ombudsman is not able to consider your complaint until it has first been investigated by Chambers. Please note that 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. The contact details are:-

Legal Ombudsman  
PO Box 6806  
Wolverhampton WV1 9WJ

Telephone number: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)