

## **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. It is not necessary to involve solicitors in order to make your complaint but you are free to do so should you wish.
2. Please note that Chambers will only consider complaints that are raised within six months of the act or omission complained of.

### **Complaints made by Telephone**

3. You may wish to make a complaint in writing and, if so, please follow the procedure in paragraph 5 below. However, if you would rather speak on the telephone about your complaint then please telephone the Senior Clerk or Chambers Director if your complaint relates to a barrister. If the complaint is about a member of staff, please telephone the Chambers Director. If it is about the Chambers Director please contact the Head of Chambers. The person you contact will make a note of the details of your complaint and what you feel should be done about it. They will discuss your concerns with you and aim to resolve them. If the matter is resolved the outcome will be recorded, having ensured beforehand that you are satisfied with the outcome. You may also wish to record the outcome of the telephone discussion in writing.
4. 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

5. When making a complaint in writing, please provide the following details:

- your name and address,
- which member(s) of chambers or staff you are complaining about;
- the details of the complaint; and
- what you would like to be done about it.

Please address your letter to Debra Andrés, Chambers Director, Kings Chambers, 36 Young Street, Manchester, M3 3FT. DX: 718188 (MCH 3).

We will, where possible, acknowledge receipt of your complaint within two days and provide you with details of how your complaint will be dealt with.

6. Chambers has a panel headed by Nigel Bird and made up of experienced members of chambers and two senior members of staff. One of these members will consider any written complaint. A list of the panel members is available upon request.

Within 14 days of your letter being received the head of the panel or his deputy in his absence, will appoint an appropriate member of the panel to investigate it. If your complaint is against the head of the panel, the next most senior member of the panel will investigate it. The person appointed will be someone other than the person you are complaining about.

7. 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 it is found later that this is not possible, you will be notified within 14 days of a new date for a reply to your complaint. The reply will set out:

- the nature and scope of the investigation;
- the conclusion on each complaint and the basis for the conclusion;  
and
- If it is found that you are justified in your complaint, proposals for resolving the complaint.

## **Confidentiality**

8. 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 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**

9. As part of our commitment to client care we make a written record of any complaint. Our management committee review an anonymised record of any complaints received at designated meetings throughout the year with a view to improving the services we provide.

## **Complaints to the Bar Standards Board**

**( the regulatory arm of the Bar Council, the professional body for barristers)**

10. We hope that should the need arise 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 Standards Board at any time. Please note that the Bar Standards Board has a six-month time limit from the date of the act or omission about which you are complaining within which to make your complaint. However, should you raise your complaint with Chambers first, there is a three month time limit from the conclusion of the investigation by Chambers in which to raise your complaint with the Board. You can write to them at:

Complaints Department  
The Bar Standards Board  
289 – 293 High Holborn  
London  
WC1V 7HZ  
Tel: 020 7611 1444  
Fax: 020 7831 9217  
e-mail: [complaints@barstandardsboard.org.uk](mailto:complaints@barstandardsboard.org.uk)  
Website: [www.barstandardsboard.org.uk](http://www.barstandardsboard.org.uk)

