

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 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 they 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 or staff you are complaining about; the detail of the complaint; and what you feel should 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).
5. Within 14 days of your letter being received the Chambers Director or Senior Clerk will fully investigate the complaint and their reply will set out:

The nature and scope of their investigation;

Their conclusion on each complaint and the basis for their conclusion; and

If they find that you are justified in your complaint, their proposals for resolving the complaint.

6. The person appointed to investigate will write to you as soon as possible to let you know they have been appointed and that they will reply to your complaint within 14 days. If they find later that they are not going to be able to reply within 14 days they will set a new date for their reply and inform you.

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, the relevant section head and the person who investigates the complaint.

Our Policy

8. 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 services.

Complaints to the Bar Standards Board

(the regulatory arm of the Bar Council, the 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 Standards Board at any time. 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

Website: www.barstandardsboard.org.uk