

10 KING'S BENCH WALK
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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 **twelve months** of the act or omission complained of.

Complaints Made by Telephone

3. You may wish to make a complaint in writing, if so, please follow the procedure below under the heading "Complaints in Writing". However, if you would rather speak on the telephone about your complaint, and it is about a member of chambers or the clerking team, then in the first instance please telephone the Senior Clerk at 10 KBW, Mr Lee Williams. If the complaint is about the senior clerk, then please telephone the Head of Chambers, Mr Michael Harris. 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.
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. Please give the following details:
 - Your name and address;
 - Any chambers reference number relating to your case;
 - Which member(s) of Chambers (or clerk) you are complaining about;
 - The detail of the complaint; and
 - What you would like done about it.
6. Please address your letter or email to Mr Lee Williams (lee.williams@10kbw.co.uk), who is the Senior Clerk at 10 KBW. We will, where possible, acknowledge receipt of your complaint within 5 days and provide you with details of how your complaint will be dealt with.
7. Sometimes a complaint may arise from a simple misunderstanding or be capable of swift resolution. Accordingly, in most cases the complaint will be referred to the individual concerned and their comments sought. Those comments will be sent to the complainant to see whether the complaint can be resolved at this juncture. If that proves impossible the following paragraphs apply.
8. Our Chambers has a panel made up of experienced members of Chambers and a senior member of staff, which will consider any unresolved written complaint against a barrister or clerk. Within 21 days of your written complaint being received the panel will appoint one of its members to investigate it. The person appointed will be someone other than the person you are complaining about.
9. 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 28 days of his appointment. If he finds later that he is not going to be able to reply within 28 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

10. 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 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. The Bar Standards Board is entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions.

Our Policy

11. As part of our commitment to client care we make a written record of any complaint and retain all documents and correspondence generated by the complaint for a period of six years. Our management committee from time to time may inspect an anonymised record with a view to improving services.

Complaints to the Legal Ombudsman

12. If you are unhappy with the outcome of our investigation you may take up your complaint with the Legal Ombudsman, the independent complaints body for complaints about lawyers, at the conclusion of our consideration of your complaint. Ordinarily, a complainant cannot use the Legal Ombudsman unless the complainant has first used our complaints procedure.
13. Please note that the Legal Ombudsman has the following

requirements in relation to time constraints for hearing your complaint:

The problem or when you found out about it, happened after 5 October 2010; and you are referring your complaint to the Legal Ombudsman within either of the following:

- Six years of the problem happening; or
- Three years from when you found out about it; and
- You are referring your complaint to them within six months of our final response.

14. You can write to the Legal Ombudsman at:

Legal Ombudsman

PO Box 6806,

Wolverhampton

WV1 9WJ

Telephone number: 0300 555 0333

E-mail: enquiries@legalombudsman.org.uk

15. The Ombudsman will only deal with complaints from consumers. This means that only complaints from the barrister's client are within their jurisdiction. Non-clients who are not satisfied with the outcome of the Chambers' investigation should contact the Bar Standards Board rather than the Legal Ombudsman.
16. It should be noted that it may not always be possible to investigate a complaint brought by a non-client. This is because the ability of Chambers to satisfactorily investigate and resolve such matters is limited and complaints of this nature are often better suited to the disciplinary processes maintained by the Bar Standards Board. Therefore, Chambers will make an initial assessment of the complaint and if they feel that the

issues raised cannot be satisfactorily resolved through the Chambers complaints process they will refer you to the Bar Standards Board at:

Bar Standards Board

Professional Conduct Department

289-293 High Holborn

London

WC1V 7HZ

Telephone number: 0207 6111 444

Website: www.barstandardsboard.org.uk

Notification of insurers

17. Any complaint that involves negligence or a potential claim against professional indemnity insurance is brought to the attention of the insurers as soon as possible by the barrister.

Complaints policy effective April 2020

COMPLAINT: LOG OF CALL

Date:

Call taken by:

Person/Firm making call to Chambers:

Member of Chambers/Staff complaint is being made about (if appropriate):

Brief nature of complaint:

Action requested by complainant:

Referral to Michael Harris required?	YES	NO
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If YES, date referred by email:

Has the complaint been resolved?

YES – Outcome:

NO - Complainant invited to write to Chambers within 14 days