



## Complaints Policy Procedure

Our aim is to provide you with an excellent service at all times. If, however, you have a complaint you are invited to let us know as soon as possible.

You do not need to involve a solicitor in order to make a complaint but may do so should you wish to.

### **Complaints by telephone:**

If you wish to make a complaint by telephone, please contact our Practice Director, Peter Hall (or if there is a complaint about our Practice Director, our Complaints' Officer, Fiona Bailey).

A record will be made of your complaint and what you wish done to resolve it will be discussed with you. If the matter is resolved, the outcome will be recorded and a check made with you to ensure that you are satisfied.

You may also wish to make a note of the telephone discussion for your own records.

If your complaint cannot be resolved on the telephone you will be invited to write to us about it within the following 14 days so that it can be formally investigated.

### **Complaints in writing:**

Please supply us with the following details:

- Your name and address
- Which member(s) of Chambers you are complaining about
- The detail of your complaint
- What you would like done about it

Please address your complaint to Peter Hall, Practice Director or Fiona Bailey, Complaints' Officer at Cardinal Chambers, Epsilon House, Masterlord Estates, West Road, Ipswich IP3 9FJ

We will endeavour to respond to your complaint within 5 working days and provide you with details of how your complaint will be dealt with.

Within 14 days, a member of Chambers will be appointed to investigate your complaint. That person will always be someone other than the person about whom you wish to complain.

The person appointed to investigate will write to you within 14 days setting out:

- The nature and scope of the investigation
- The conclusion on each complaint and the basis for that conclusion and, if it is determined that your complaint is justified, the proposals for resolving the complaint

### **Complaints to the Legal Ombudsman:**

If you are still unhappy with the outcome of our investigation of your complaint, you may wish to take up the matter with the Legal Ombudsman, the independent complaints body for complaints about Lawyers.

The Ombudsman cannot consider your complaint until it has been considered by Chambers. You then have 6 months to take your complaint to the Ombudsman. The Ombudsman will not consider any complaint older than 6 years from the date of the act or omission of which you complain or more than 3 years after you should have known about the matter complained of:

Legal Ombudsman  
PO Box 6167  
Slough SL1 0EH  
Tel. 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

**Confidentiality:**

All conversations and documents relating to your complaint will be kept as confidential as possible, They will be seen by the person handling the complaint and the person about whom you are complaining.

They may also be seen by the Bar Standards Board.

We will keep a written record of any complaint (however it is made) and retain all the documents and notes of conversations for a period of 6 years. A redacted version of these documents may be seen by our Management Committee to assist them in improving the service that we offer.