

New Walk Chambers' Complaints Procedure

New Walk Chambers prides itself on the service it provides. If you have any concerns about the quality of the service you receive from our pupils, members of chambers or members of staff you are invited to let us know as soon as possible.

In line with our friendly approach, in the first instance we encourage you to discuss any day-to-day concerns about the services of our pupils, members of chambers or staff directly with them. Any such concerns can also always be raised initially with our Practice Manager. It may be more appropriate to make the complaint in writing and to request a response in writing both of which should be copied to the Management Committee.

Any concerns about members of staff should be raised with the Head of Chambers. We would very much hope that the matter can be resolved at an early stage. However, if you feel that the concern has not been dealt with to your satisfaction, then you may wish to make a formal complaint as detailed below. We would expect complaints to be made within 12 months of the date of the problem arising.

Formal complaints procedure

Please address your formal letter of complaint to the Head of Chambers, John Snell, 27 New Walk, Leicester, LE1 6TE. Please give the following details: your name and address, which pupil, member(s) of Chambers or staff you are complaining about, the details of the complaint and what you would like done about that complaint.

As soon as possible after your letter is received the Head(s) of Chambers or in their absence a member of the Management Committee will investigate the complaint in conjunction with the Practice Manager.

If your complaint is against the Head(s) of Chambers it will be investigated by the next most senior member of our Chambers Management Committee in conjunction with the Practice Manager. The individuals investigating the complaint will be individuals other than the person you are complaining about. The person handling the investigation will write to you as soon as possible to let you know that they have been appointed and that they will endeavour to reply to your complaint within 21 days. If they find later that they are not going to be able to reply within 21 days then they will set a new date for their reply and they will inform you. 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 the complaint, their proposals for resolving the complaint.

Confidentiality

All conversations and documents relating to your complaint will be treated as confidential and will only be disclosed to the extent that is required. Disclosure will be to the Head(s) of Chambers and the Practice Manager and will include any others we consider necessary to involve in the complaint and its investigation. If a complaint is made then we will assume that you will authorise those investigating the complaint to view all of the papers or other correspondence relevant to the complaint.

Our procedure

As part of New Walk Chambers commitment to client care we will make a written record of your formal complaint.

Complaints to the Legal Ombudsman

We hope that you will at first instance use our procedure. However, if you would rather not do so, or are not happy with the outcome then you do have the choice of taking up your complaint with the Legal Ombudsman or the BSB.

Complaining to the Bar Standards Board or Legal Ombudsman

From 6th October 2010 there are two regulatory bodies that deal with complaints against barristers. The Bar Standards Board will deal with complaints relating to the conduct of a barrister. You have the right to complain directly to the BSB, however they encourage the use of Chambers Complaints Procedure first. You will not suffer any disadvantage from using our Complaints Procedure first. If you are not happy with the way we deal with your complaint you can refer the matter to the BSB at that stage. Please note the time limit for informing the BSB of any complaint is 6 months from the event complained of, or 3 months after you have been told of the result of your complaint to Chambers.

Complaints Department, Bar Standards Board
289-293 High Holborn, London WC1V 7HZ
Tel: 0207 611 1444
Fax: 0207 831 9217
E-mail: complaints@barstandardsboard.org.uk
www.barstandardsboard.org.uk

The Legal Ombudsman will deal with complaints relating to the service provided by a barrister. The Legal Ombudsman will only address complaints if chambers in-house procedures have failed to resolve the issue. Please note that the Legal Ombudsman has a six year time limit from the date of the act or omission about which you are complaining within which to take your complaint or three years from when the complainant reasonably should have known there was grounds for complaint.

Legal Ombudsman
PO Box 6806
Wolverhampton WV1 9WJ
Tel: 0121 245 3071
E-mail: enquiries@legalombudsman.org.uk
www.legalombudsman.org.uk

For further information please contact the clerks.