

## Broadway House Chambers

### Complaints Policy

Broadway House Chambers aims to ensure that our clients are satisfied with the service they receive from all members of chambers and staff. All concerns and complaints will be investigated and responded to as soon as possible. To ensure a swift and fair investigation, any complaint must be raised within 3 calendar months of the event in question.

We believe that we may provide better service by addressing your concerns as they arise. To help us do this we would ask that you raise any issues of concern with the Barrister, or staff member, at the time.

If you do not feel able to do this, please raise any issues with the senior clerk for the Barrister concerned, or with the Chambers Director in respect of the Staff Member concerned, who will attempt to resolve the issue as soon as possible.

Please note that the Legal Ombudsman, the independent complaints body for service of complaints about lawyers, has various time limits which may apply to your complaint. For details of this timescale please refer to their website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). Chambers must therefore have regard to that timeframe when deciding whether they are able to investigate your complaint.

### Formal Complaints

If we have not been able to resolve your concerns and you wish to make a formal complaint please do so in writing and address your concerns, in confidence, to the Client Standards Officer. To ensure that the matter may be investigated swiftly all complaints must be made within 3 calendar months of the event complained about.

The Client Standards Officer will formally acknowledge your complaint within 14 days of receipt. If your complaint relates to the Client Standards Officer, then they will ask a colleague to handle the complaint.

The Client Standards Officer will then appoint a senior member of the Barristers Practice Team as the Complaint Investigator.

As soon as possible the Complaint Investigator shall report to the Complaints Committee who will respond to you on behalf of Chambers. If your complaint is significantly complicated it will be passed directly to the Executive Board for investigation.

If you are not satisfied with the response from the Complaints Committee, you may appeal this decision. Any appeal should be made in writing, and addressed to the Head of Chambers.

Your appeal will be acknowledged within 7 days of receipt and will be presented to the Executive Board for investigation at their next monthly meeting. A formal response to your appeal will be sent to you as soon as possible afterwards.

### Complaints to the Legal Ombudsman

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. The Ombudsman may not be able to consider your complaint until it has first been investigated by Chambers. Please note that the Legal Ombudsman has various time limits which may apply to your complaint.

This decision data on the LeO's website shows providers which received an ombudsman's decision in the previous 12 months. In each case, this data shows whether LeO required the provider to give the consumer a remedy. Please visit <https://www.legalombudsman.org.uk/ombudsman-decision-data/> to view his information.

Clients who have a right to complain to LeO are individuals and, broadly speaking, small businesses and charities.

You must complain to the Legal Ombudsman either within six years of your barrister's actions/failure to act, or no later than three years after you should reasonably have known there were grounds to complain. You must also complain to the Legal Ombudsman within six months of receiving your barrister's final response to your complaint. For further details of this timescale please refer to their website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). You can write to them at:

Legal Ombudsman PO Box 6806, Wolverhampton. WV1 9WJ

Telephone number: 0300 555 0333. Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).