

## **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 6 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 6 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.

In the event that your complaint is dismissed you shall be informed of this in writing by the Complaints Committee.

In the event that your complaint (or any part of it) is upheld you shall be informed of this in writing and the following outcomes may be imposed by the Complaints Committee:

- (i) If the complaint is against a member of chambers
  - a. the Complaints Committee may require all or part of the fee paid for the services to be repaid by that member of chambers to you;
  - b. the Complaints Committee may recommend to the Head of Chambers that disciplinary proceedings are instigated against that member of chambers pursuant to the disciplinary policy
- (ii) If the complaint is against a member of staff
  - a. The Complaints Committee may require all or part of the fee paid for the services to be repaid by Chambers to you;
  - b. the Complaints Committee may recommend to the Head of Chambers that disciplinary proceedings are instigated against that member of staff pursuant to the disciplinary policy

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 there are alternative mediation bodies who are able to deal with complaints should both you and the barrister involved wish to use this. One such company is Disputes Mediation further details can be found here:  
<http://www.disputesmediation.com/>

Alternatively 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. For 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 15870,  
Birmingham  
B30 9EB

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