

1 CROWN OFFICE ROW

## **ONE CROWN OFFICE ROW**

### **HOW TO MAKE A COMPLAINT**

1. Our aim is to give you a good service at all times. However, if you have a complaint, you are encouraged to let us know as soon as possible.

#### **Complaints made by Telephone**

2. Complaints about barristers: if you have a complaint about a barrister and you would rather make it by telephone then please call the barrister concerned or, if you prefer, our Chambers Director, John Petrie.

3. Complaints about Staff: if you have a complaint about a member of staff, please call our Chambers Director, John Petrie. If the complaint is about the Chambers Director, please contact our Head of Chambers, Richard Booth KC.

4. The person you contact will make a note of the details of your complaint and what you would like done about it. S/he will discuss your concerns with you and aim to resolve them. If the matter is resolved, s/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 for your own record.

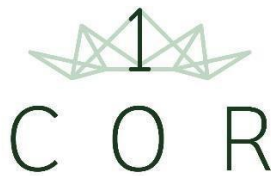
5. If your complaint is not resolved on the telephone, you will be invited to write to or email us about it within the following 14 days so it can be investigated more formally.

#### **Complaints made in Writing**

6. If you wish to complain about a barrister or member of staff in writing, please give the following details: your name, postal and email address, which barrister or member of staff you are complaining about; the detail of the complaint; and what you would like done about it.

For complaints about barristers, please address your letter/email to our Head of Chambers, Richard Booth KC.

For complaints about staff, please address your letter/email to our Chambers Director, John Petrie. For complaints about the Chambers Director, please address your letter/email to the Head of Chambers. If you have a complaint about the Head of Chambers, please address it to the next most senior member of Chambers who is listed second in all published listings of our members of Chambers. On our website at [www.1cor.com](http://www.1cor.com) (currently Richard Booth KC).



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7. Your letter/email will be acknowledged within 7 days, and an investigation will take place. In the case of a complaint about a barrister, this will be led by the Head of Chambers or a Senior Member of Chambers nominated by him/her, assisted as necessary, by the Chambers Director. If the complaint is about the Head of Chambers, the investigation will be led by the most senior member of Chambers below the Head of Chambers. In the case of a member of staff, the investigation will be conducted by the Chambers Director personally, in consultation, as may be appropriate, with the Practice Directors. You will be informed which Members of Chambers and/or Chambers staff are investigating your complaint.

8. In acknowledging receipt of your letter, you will normally be informed that you should expect a substantive response to your complaint within 14 days. In exceptional circumstances, a longer period may be fixed or if the “investigator” of the complaint finds out later that more time will be needed, s/he will set a new date for his/her substantive reply explaining why more time is needed. His/her substantive reply will set out the nature and scope of the investigation; his/her conclusion on each complaint and his/her reason for it; and if your complaint is found to be partially or fully justified, his/her proposals for resolving it.

### **Complaints which may give rise to an Insurance Claim**

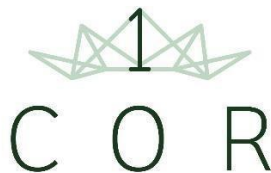
9. If your complaint about a barrister involves a matter which may give rise to an insurance claim, the barrister will be obliged to inform the Bar Mutual Indemnity Fund (BMIF, the Bar’s insurer). The BMIF will then need to be consulted before any proposals can be put to you to resolve your complaint. This may constrain the speed with which we are able to respond in these circumstances.

### **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. In all cases, in addition to the person complained about, the Head of Chambers and the Chambers Director will be aware of the complaint since they maintain a central written record of all complaint cases. By submitting a written complaint, you are consenting to such limited processing of your personal data as is necessary to investigate and resolve it as set out in this procedure document.

### **Our Policy**

10. As part of our commitment to improving client care, the central written record of complaints is reviewed regularly and any points arising which indicate a need for us to adjust an existing practice or procedure are brought to the attention of Chambers’ Management Committee.



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### **Complaints to the Legal Ombudsman or to the Bar Standards Board**

11. We hope that you will use our procedure. However, if you would rather not do so or are unhappy with the outcome after you have used it, you have the option of taking your complaint to the Legal Ombudsman or to the Bar Standards Board.

12. The Legal Ombudsman has the responsibility for dealing with complaints from our clients about the quality of our service. The Legal Ombudsman's Decision Data (2019-20) is available online [here](#).

The Ombudsman will expect us to try to address such complaints in the first instance but will step in to do so if that proves not to be possible. You can put your complaint to the Ombudsman at –

**Tel:** 0300 555 0333

**Email:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

**Address:** Legal Ombudsman, PO Box 15870, Birmingham B30 9EB

**Website:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

13. If you are not a client of Chambers and/or your complaint is about the professional conduct of one of our barristers, then it would be more appropriate to address your complaint to the Bar Standards Board (the regulatory body for barristers) by writing to them at -

Complaints Department, Bar Standards Board 289-293 High Holborn, London WC1V 7HZ

**Tel:** 020 7611 1444

**Fax:** 020 7831 9217

**Website:** [www.barstandardsboard.org.uk](http://www.barstandardsboard.org.uk)