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# COMPLAINTS PROCEDURE



020 3911 4333



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[www.regentsparkchambers.com](http://www.regentsparkchambers.com)

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Our aim is to give you a good service at all times but if you have a complaint, we ask that you let us know as soon as possible so that we can work to remedy the issue with you.

### How To Raise A Complaint

A formal complaint will be entertained if it is made within six months of the date of the cause of the complaint or when informal resolution has failed, whichever is the later.

A formal complaint must be made in writing, including via email, to the Grievance officers.

Please include:

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

If you consider yourself to have a disability which affects your ability to formulate or pursue a complaint, please tell us and we will discuss appropriate and reasonable adjustments with you.

### How We Will Deal With Your Formal Complaint

We have arrangements in place for an independent grievance officers to consider any written complaint. When investigating your complaint, the officer(s) will have access to all the relevant documents, will be able to interview witnesses, if necessary, and may need to contact you for further information.

We will, where possible, acknowledge receipt of your complaint within one week and provide you with details of how your complaint will be dealt with.

The barrister or staff member complained about will be informed about the complaint as soon as the complaint is received.

After that, you should receive a full written response within 28 days. If it is not possible to meet the deadline we will write to you and inform you when the investigation is expected to be concluded.

We will then inform you whether the complaint is upheld or rejected, setting out the reasons. If a complaint is upheld, the response will include a proposal for resolving the complaint.

### Confidentiality

All conversations, records and documents relating to the complaint will be treated confidentially and retained for six years. Data will only be disclosed as necessary: normally to the person complained about, the investigator and (in response to a specific request) the Bar Standards Board or Legal Ombudsman.

### 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 Legal Ombudsman will not be able to consider your complaint until it has first been lodged and investigated by us.**

Please note that the Legal Ombudsman has a twelve-month time limit from the date of the act or omission about which you are complaining.

The Legal Ombudsman can be contacted on 0300 555 0333 or if calling from overseas on +44 121 245 3050. Alternatively you can write to:

Legal Ombudsman  
PO Box 15870  
Birmingham  
B30 9EB

Or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Please see [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) for further information.

Data on all [complaints that have been resolved by the Legal Ombudsman can be found here](#).

### Misconduct Complaints

Any complaints of misconduct (that is, breach of the Code of Conduct) should be made to the Bar Standards Board as the Legal Ombudsman will not entertain that aspect of any complaints. If any misconduct issue arises during the investigation of a complaint by the Ombudsman, the Ombudsman will refer the misconduct issue to the Bar Standards Board.

For complaints regarding misconduct, please contact:

Complaints Team  
Bar Standards Board  
289-293 High Holborn  
London WC1V 7HZ  
Tel: 020 7611 1444  
[www.barstandardsboard.org.uk](http://www.barstandardsboard.org.uk)



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