

## **Central Court Chambers - Complaints Procedure**

1. We aim to deliver an excellent service at all times. If you have a complaint however you are encouraged in the first instance to write to chambers as soon as you are able.
2. Please note that Chambers will only consider complaints that are raised within 12 months of the act or omission complained of.
3. In some circumstances it may be more appropriate that a complaint is made directly to either the Legal Ombudsman or the Bar Standards Board. This may occur where the complaint made raises issues of professional misconduct.
4. Should you in the first instance submit a complaint to chambers which is then viewed as more appropriately dealt with by either the Legal Ombudsman or the Bar Standards Board then will inform you of this promptly.
5. We would ask that complaints to chambers are not made by telephone.

### **Complaints made through the website form**

6. Please give the following details:
  - Your name and address;
  - Which member(s) of Chambers or staff you are complaining about;
  - Details of your complaint and what you would like done about it.
7. On receipt of the complaint, chambers will allocate a barrister not named in the complaint to, at first instance, review the complaint and decide what action is best taken and whether any further information is needed. It is usual that any complaint will be reviewed by the Head of Chambers unless they are the subject of the complaint. We aim to provide an initial assessment or response asking for further details as soon as possible, but at most, within 14 days.
8. Once a decision has been made as to how the complaint is to be handled you will receive an outcome of the investigation within 1 calendar month of making the complaint. Should a request for further details be made but no response is forthcoming then chambers will no longer consider the complaint active after a period of 3 months and a new complaint will need to be made.
9. Following an investigation the response will set out:
  - The nature and scope of investigation;
  - The conclusion found on the complaint(s);
  - If the complaint is made out, then the proposal for resolving the complaint.

### **Complaints made in writing**

10. For complaints made in writing please address them to Central Court Chambers, 5 Chancery Lane, London, EC4A 1BL.

### **Confidentiality**

11. All complaints are kept confidential. This includes any documents relating to the complaint. Details will only be shared with those members of chambers concerned with the complaint and other relevant parties required to investigate or resolve the complaint.

### **Records**

12. Records and details of complaints will be kept for a period of six years unless they involve allegations relating to other legal time limits.

### **Legal Ombudsman and Bar Standards Board**

13. If you are unhappy with the outcome of our investigation you may complain to the Legal Ombudsman or the Bar Standards Board. Broadly speaking complaints to the Legal Ombudsman will deal with complaints relating to the services provided by barristers and the Bar Standards Board will deal with complaints relating to professional conduct.
14. All complaints should initially be directed to the Legal Ombudsman as a single point of contact.
15. The Legal Ombudsman has a time limit of 12 months from the date of the event giving rise to the complaint or 12 months from the date on which a complainant should reasonably have known, without taking advice, that there was a reason for making a complaint.
16. The contact details for the Legal Ombudsman are as follows: Legal Ombudsman

PO Box 15870

Birmingham

B30 9EB

Tel: 0300 555 0333

[E-mail: enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)