

Complaints Procedure.

To make a formal complaint about the service you received from your barrister, please contact either one of our joint Heads of Chambers, Andrew Rigney KC, rigney@crownoofficechambers.com or Alexander Antelme KC, antelme@crownoofficechambers.com

In the case of a complaint about a clerk or clerking service please contact our Senior Managing Clerk, Andy Flanagan, flanagan@crownoofficechambers.com unless the complaint is about the Senior Managing Clerk, in which case please contact our Head of Chambers as above.

Complaints may be made by e-mail or letter. We try to acknowledge receipt within three working days but please note that acknowledgement of letters may be delayed if the recipient is absent from chambers.

All communications and documents related to your complaint will be treated in confidence and disclosed only as necessary to those involved. The nature of a complaint may require disclosure to the Bar Standards Board (our regulator). Records of complaints are kept for 6 years and complaints statistics and anonymised outcomes are reviewed by chambers' Executive Committee.

Please include the following information in your complaint:

- Name and address
- email address
- Form of communication you prefer (email, post)
- Name of the barrister or employee concerned
- Details e.g. Case name/date of hearing/date of incident if applicable

All complaints will be investigated by an appropriately experienced barrister appointed by the Head of Chambers and as appropriate, a senior member of staff. The appointed investigators will contact you to inform you that they are handling your complaint. They will aim to reply fully to your complaint within 14 days unless longer is needed to complete the investigation, in which case they will tell you when they expect to be able to reply.

- If a complaint is justified, the investigating barrister will propose a resolution.
- If a complaint is found to be unjustified, reasons will be given.
- If you are not satisfied with the outcome of your complaint, you have 21 days in which to ask the Head of Chambers to review it.

The Legal Ombudsman (LeO).

If you are not satisfied by the outcome of your complaint to chambers about your barrister, or your complaint has not been addressed within eight weeks, you can take your complaint to the Legal Ombudsman. <http://www.legalombudsman.org.uk>

- You must complain to the Legal Ombudsman within 6 months of receiving your barrister's final response to your complaint
- You must complain to the Legal Ombudsman **either** within 6 years of your barrister's actions or failure to act or/
- no later than three years after you should reasonably have known there were grounds to complain.

For the full list of those individuals and organisations who have a right to complain to the LeO see <http://www.legalombudsman.org.uk/?faqs=who-can-use-our-service>

How to contact the LeO

Letter: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Email: enquiries@legalombudsman.org.uk

Telephone: 0330 555 0333

The Decision Data on the LeO website shows any providers of legal services (including barristers) who were subject to an LeO decision in the previous 12 months and whether the LeO required any providers to give the complainant a remedy.

<http://www.legalombudsman.org.uk/raising-standards/data-and-decisions/#ombudsman-decision-data>