

## Brick Court Chambers' Complaints Procedure

- Brick Court Chambers prides itself on the excellence of its service. If at any time you have any concerns about the quality of the services of our barristers or members of staff you are invited to let us know as soon as possible.
- In line with our friendly and open approach, in the first instance we would always encourage you to discuss any day-to-day concerns about the services of our barristers directly with them. Any such concerns can also always be raised with our clerking team, and, in particular, with Julian Hawes or Ian Moyler, our Senior Clerks.
- Any concerns about members of staff should be raised with Julian Hawes or Ian Moyler. If the complaint is about either of the senior clerks please discuss the matter with the Head(s) of Chambers.
- We would very much hope that the matter can be resolved at this point, and that you will be satisfied with the outcome.
- However, if you feel that the concern or matter you have raised has not been dealt with to your satisfaction, then you may wish to make a formal complaint. We set out the steps in our formal complaints procedure below.

## FORMAL COMPLAINTS PROCEDURE

- Please address your formal letter of complaint to Mark Howard QC or Helen Davies QC, Brick Court Chambers, 7-8 Essex Street, London, WC2R 3LD. Please give the following details: your name and address, which member(s) of Chambers (or staff) you are complaining about; the detail of the complaint, and what you would like done about it.
- Within 21 days of your letter being received the Head(s) of Chambers, or her/his/their deputy in her/his/their absence, will investigate the complaint her/himself/themselves in conjunction with the practice manager and the senior clerk. If your complaint is against the Head(s) of Chambers it will be investigated by the next most senior member of our Chambers' Executive Committee in conjunction with one of the senior clerks. In any case, the person(s) investigating the complaint will be other than the person you are complaining about.
- The person handling the investigation will write to you as soon as possible to let you know she/he has been appointed and that she/he will reply to your complaint within 21 days. If she/he finds later that she/he is not going to be able to reply within 21 days she/he will set a new date for her/his reply and inform you. Her/his reply will set out: the nature and scope of her/his investigation; her/his conclusion on each complaint and the basis for her/his conclusion; and, if she/he finds that you are justified in your complaint, her/his proposals for resolving the complaint.

## CONFIDENTIALITY

- All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. Disclosure will be to the Head(s) of Chambers, our senior clerk and our chambers administrator and will include anyone else we consider necessary to involve in the complaint and its investigation. Such people will include the barrister member or staff member about whom you have complained. If such a complaint is made, we will assume that you are authorising those investigating the complaint to view all the papers or other correspondence relevant to the matter.

## OUR POLICY

- As part of our commitment to client care we will make a written record of any formal complaint.

# BRICK COURT CHAMBERS

BARRISTERS

## COMPLAINTS TO THE LEGAL OMBUDSMAN

- We hope that you will use our procedure. However, if you would rather not do so, or are unhappy with the outcome, you may have the choice of taking up your complaint with the Legal Ombudsman. You can write to the Legal Ombudsman at:

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

Tel: 0300 555 0333

Website: <http://www.legalombudsman.org.uk>

## ADR Approved Bodies

- **In the event that it does not prove possible to settle your complaint using our formal complaints procedure, and all parties consent, alternative complaints bodies exist which are competent to deal with complaints about legal services. These include Ombudsman Services, ProMediate and Small Claims Mediation.**

**For further information please contact the clerks.**