



## FORMAL COMPLAINTS PROCEDURE

1. The aim of Chambers is to give you the best possible service at all times. However, if you have a complaint of any kind you are encouraged to let us know as soon as possible.
2. Chambers will consider complaints within six months of the act or omission of which complaint is made.
3. Your complaint must be made in writing to Chambers Chief Executive. If your complaint is about the Chief Executive, please write to the Head of Chambers.
4. Please provide the following information,
  - Your name and address;
  - Which member(s) of Chambers or staff your complaint is regarding;
  - Full details of the complaint.
  - Please address your letter to Chambers Chief Executive, at 4-5 Gray's Inn Square, London WC1R 5AH.

Your complaint will be acknowledged in writing within 7 days of receipt and will provide details as to how your complaint will be dealt with. A person may be appointed to investigate your complaint and we will write to you as soon as possible to let you know who has been appointed to deal with your matter.

A formal reply to your complaint can be expected within 28 days. The reply will set out:

- The nature and scope of the investigation;
- The conclusion of each complaint and the basis for such conclusion; and
- If he/she finds that you are justified in your complaint, proposals for resolving the complaint.

### Multi Jurisdictional

Australia  
British Virgin Islands  
France  
India  
Ireland  
Italy  
Northern Ireland  
South Africa  
Switzerland  
UAE  
USA

**4-5 Gray's Inn Square**  
**London**  
Gray's Inn  
London WC1R 5AH  
DX 1029 LDE  
+44 (0)20 7404 5252

**Birmingham**  
2nd Floor  
Two Snow Hill  
Birmingham B4 6GA  
+44 (0)121 231 7430

clerks@4-5.co.uk  
[www.4-5.co.uk](http://www.4-5.co.uk)



## Confidentiality

All conversations and documents relating to the complaints will be treated as confidential and will be disclosed only to the extent that is necessary. Disclosure will be to head of chambers, and to anyone involved in the complaint and its investigation. Such people may include the barrister member, or staff about whom you have complained and the person who investigates the complaint. The Bar Standards Board is entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions.

## Our Policy

As part of our commitment to client care, Chambers make a written record of any complaint and retains all documents and correspondence generated by the complaint for a period of six years. Complaints can also be made to the Bar Standards Board (the regulatory arm of the Bar Council, the professional body for barristers) or the Legal Ombudsman.

If you are unhappy with the outcome of our procedure, you have the choice of taking up your complaint with the Legal Ombudsman. Generally, the Legal Ombudsman will only consider your complaint if you have first used Chambers complaints procedure, but the Ombudsman will consider a complaint where there has been no resolution under our complaint's procedure within 8 weeks of your complaint.

You can write to them:

Legal Ombudsman

P.O. Box 6806

Wolverhampton

WV1 9WJ

Tel: 0300 555 0333

Email: [www.legalombudsman.org.uk/contact-us/](http://www.legalombudsman.org.uk/contact-us/)

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