

GARDEN COURT NORTH CHAMBERS COMPLAINTS PROCEDURE

Complaints Procedure

The aim of chambers is to give clients a good service at all times. However if you have a complaint you are invited to let us know as soon as possible.

Complaints Made by Telephone

You may wish to make a complaint in writing and, if so, please follow the procedure under the heading **Complaints Made in Writing** below. However, if you would rather speak on the telephone about your complaint then please telephone the Senior Clerk, Sarah Wright on 0161 817 6377. The Senior Clerk will make a note of the details of your complaint and how you would like your complaint to be resolved. The Senior Clerk will discuss your concerns with you and aim to resolve them. If the matter is resolved the Senior Clerk will record the outcome, check that you are satisfied with the outcome and record that you are satisfied. You may also wish to record the outcome of the telephone discussion in writing.

If your complaint is not resolved on the telephone you will be invited to write to us about it within the next 14 days so it can be investigated formally.

If your complaint is about the Senior Clerk then please put your complaint in writing and address it to the Head of Chambers Mark George QC at Garden Court North Chambers, 3rd Floor, Blackfriars House, Parsonage, Manchester, M3 2JA.

Complaints Made in Writing

Please give the following details:

- Your name and address;
- Which member(s) of Chambers you are complaining about;
- The detail of your complaint; and
- How you would like your complaint resolved.

Please address your letter to either the Senior Clerk or Head of Chambers, Mark George QC. We will where possible, acknowledge receipt of your complaint within two days and every effort will be made to provide you with a substantive response to your complaint within 14 days, but where this is not possible an interim letter will be sent, explaining what is happening and advising you when you are likely to receive a final reply. The substantive reply will set out:

- The nature and scope of the investigation
- The conclusion on each complaint and the basis for the conclusion; and
- If found you are justified in your complaint, 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 of Chambers/Senior Clerk and to anyone involved in the complaint and its investigation. Such people will include the barrister member or staff who you have complained about 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 we make a written record of any complaint and retain all documents and correspondence generated by the complaint for a period of six years.

Alternative complaints bodies upon conclusion of the first tier process

We hope you will use our procedure. If you are unhappy with the outcome alternative complaints bodies (such as Small Claims Mediation www.small-claims-mediation.co.uk/) exist which are competent to deal with complaints about legal services, should both parties agree to use such a scheme.

You may also take up your complaint with the Legal Ombudsman service. Please note that before you can complain to the Legal Ombudsman service you must have first made a complaint to Chambers. You have six months from the date of our final letter in which to do so. You can contact the Legal Ombudsman by post, telephone or e-mail:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Tel: 0300 555 0333
E-mail: enquiries@legalombudsman.org.uk

See also www.legalombudsman.org.uk