

Complaints Procedure

Introduction

At Lamb Chambers, we pride ourselves on the high quality of service that we provide to our clients. For that reason, we welcome all feedback in order to help us to improve. If you do feel that you have not received the level of service that you would expect, please contact us as soon as possible, and we will aim to resolve the issue.

Level 1 – Complaints made by telephone

You may make a complaint informally by telephoning the barrister concerned or, if the complaint relates to a member of staff, our Chief Executive, Mark Rowlands. If the complaint is about the Chief Executive, you may telephone the Head of Chambers, Richard Power.

The person you contact will make a note of the details of your complaint and what you would like done about it. They will discuss your concerns with you and try to resolve them. If the matter is resolved they will record the outcome, check that you are satisfied with the outcome and record that you are satisfied. You may also wish to make your own written record of the outcome of the telephone discussion.

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 (see below).

Level 2 – Complaints made in Writing

If the complaint cannot be resolved informally, or if you would like to proceed to making a formal complaint, you should email derekkerr@lambchambers.co.uk or (if you prefer) write to: Head of the Complaints Panel, Lamb Chambers, Elm Court, Temple, London EC4Y 7AS. Please give the following details:

- your name and address;
- which member of chambers or staff you are complaining about; and
- the detail of the complaint and what you would like done about it.

Our Chambers Complaints Panel is headed by Derek Kerr and is made up of experienced members of Chambers and the Chief Executive, which considers and investigates any written complaint. Within 14 days of your letter being received the head of the panel (or in their absence his deputy) will appoint a member of the panel to investigate it. If your complaint is against any member of the complaints panel it will be investigated by the next most senior member of

the panel. In any case, the person appointed will be someone other than the person you are complaining about.

The person appointed to investigate will write to you as soon as possible to let you know they have been appointed and when they will be able to give a detailed reply to your complaint (in most cases we provide a detailed response within 28 days of the written complaint being received). If they find out later that they are not going to be able to reply within the time originally stated they will set a new date for their reply and inform you.

Their reply will set out:

- The nature and scope of their investigation;
- Their conclusion on each complaint and the basis for their conclusion; and
- If they find that you are justified in your complaint, their 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, the management board and to anyone involved in the complaint and its investigation. Such people will include the barrister or member of staff who you have complained about, the members of the panel and the person who investigates the complaint. The Bar Standards Board (BSB) is entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions.

Records, data retention and ongoing Improvement

We make a written record of any complaint and its investigation which will be retained for a period of six years. Our management board inspect anonymised records regularly with a view to improving services.

Complaints to the Legal Ombudsman

We hope that you will use our procedure. However, if you would rather not do so or if you are not content with the outcome of the investigation we have undertaken, you may take up your complaint with the Legal Ombudsman. They are completely independent of the legal profession.

Ordinarily, you can ask the Legal Ombudsman to look at your complaint if it meets ALL three of the steps below:

1. The problem or when you found out about it, happened after 5 October 2010;

2. You refer your complaint to the Legal Ombudsman within six months of Lamb Chambers' final response to the complaint; and
3. You are referring your complaint to the Legal Ombudsman within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.

The Legal Ombudsman can be contacted at the following address:-

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

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

The Legal Ombudsman's Decision Database on other complaints can be found at: <https://www.legalombudsman.org.uk/ombudsman-decision-data/>

The Legal Ombudsman only deals with complaints made by clients. If you are not a barrister's client and are unhappy with the outcome of our investigation please contact the BSB at:

Bar Standards Board
www.barstandardsboard.org.uk