

FIVE STONE BUILDINGS

CHAMBERS COMPLAINTS PROCEDURE

This is our procedure for dealing with formal complaints about barristers and/or members of staff. It is not used for everyday issues which arise from time to time and which are resolved by oral discussion between our clients, our staff and ourselves. More serious complaints are very rare but we are required by our rules of conduct to have a written procedure for dealing with them.

If you want to use this procedure you must tell us (within six months of the event you are complaining about) that you wish to make a formal complaint and you must put it in writing and address it to the Head of Chambers, Henry Harrod, or the senior clerk Paul Jennings. It will then be considered by Mr Harrod or another senior member of chambers appointed by him (or chosen by Mr Jennings if you are complaining about Mr Harrod), with the assistance of one of the clerks; and they will discuss it with the person you have complained about.

If you make such a formal complaint we will acknowledge it promptly and will tell you what we propose to do about it. If we think that it should be dealt with by our professional indemnity insurers, we will tell you so and will pass the complaint on to them. Otherwise, we will tell you who will deal with it, their roles in Chambers and the date by which you will next hear from us. The matter will then be investigated (with any assistance you can give) and we will if possible prepare a report and provide copies to you and to the person you have complained about.

We will of course treat the matter as confidential. We will disclose communications and documents only so far as our rules of conduct permit.

Our administrator will retain a confidential record both of any formal complaint made and of any report prepared pursuant to this procedure and will report on an annual basis to our Executive Committee for review.

You do not need to use a solicitor to make a complaint. If your complaint is not resolved to your satisfaction within eight weeks of the complaint being received, you will have the right within a further period of six months to complain in writing to the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ.

5 Stone Buildings
Lincoln's Inn
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