WORCESTER CHAMBERS

Chambers Complaints Policy

(Implemented November 2026)

1. Pursuant to regulations that govern barristers, we are obligated to draw your attention to Chambers' complaints policy, so that you are fully protected in any dealings that you have with a barrister. This document sets out how you can complain if you are unhappy with any of the services we provide.
2. Our aim is to give you a good service at all times. However if you have a complaint you are invited to let us know in writing, or by telephone, as soon as possible. It is not necessary to involve solicitors or others in order to make your complaint but you are free to do so should you wish.
3. Complaints must usually be made within six years of an act or omission that you wish to complain about. Complaints should be made to the Complaints Handler at Chambers in the first instance. An independent Legal Ombudsman offers a complaints procedure where you are unhappy with Chambers' response.
4. Please note that the independent Legal Ombudsman, the independent complaints body for service complaints about lawyers, has a six year time limit from the date of the act or omission about which you are complaining, within which to make your complaint. Chambers must therefore have regard to that time-frame when deciding whether they are able to investigate your complaint. Chambers will not deal with complaints that fall outside of the six year time limit without good reason (unless the matter complained about could not have been identified sooner). In other words, on occasions, Chambers will invite a complainant to write to the Legal Ombudsman if the period in which to complain is passed.

Complaints Made by Telephone (Step One)

5. You may wish to make a complaint in writing and, if so, please follow the procedure below (stage 2).

6. If you complaint is of a minor nature we might be able to deal with it by phone but we will usually ask that complaints be put in writing.

7. 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. You are not obligated to start with Step One, if you would prefer to put your complaint in writing in the first instance. In such a case, please start at Step Two.

Complaints made in Writing (Step Two)

8. Send your Complaint to:

The Complaints Handler at:

clerks@leamingtonspachambers.com

.9. Please give the following details:

- Your name and address;
- Which member(s) of Chambers you are complaining about;
- The detail of the complaint; and
- What you would like done about it.

Please address your letter to the 'Complaints Handler'. We will, where possible, acknowledge receipt of your complaint within two days and provide you with details of how your complaint will be dealt with. The Complaints Handler may correspond with you to gather certain further information from you. The information that is obtained by the Complaints Handler will be passed in due course to the Complaints Adjudicator**.**

10. Our Chambers Complaints Adjudicator is an experienced member of Chambers and a senior member of staff. The Complaints Adjudicator considers any written complaints and on occasions may convene a panel to investigate the complaint. Within 14 days of your letter being received the Complaints Adjudicator or his/her deputy in his/her absence will appoint a member of Chambers or themselves to investigate. If your complaint is against the nominated Complaints Handler or Complaints Adjudicator, the next most senior member will investigate the complaint. In any case, the person appointed will be someone other than the person you are complaining about and who is not involved in the substance of your complaint.

11. The person appointed to investigate will write to you as soon as possible to let you know s/he has been appointed and that
s/he will reply to your complaint within 14 days. If s/he finds later that s/he is not going to be able to reply within 14 days s/he will set a new date for his reply and inform you. His/Her reply will set out:

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

Confidentiality

12. 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, members of our management committee and to anyone involved in the complaint and its investigation. Such people will include the barrister member or staff who you have complained about, the head or relevant senior member of the panel and the person who investigates the complaint, and any solicitor who may have been involved in the case. 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

13. 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 seven years. Our management committee inspects an anonymised record regularly with a view to improving services.

Complaints to the Legal Ombudsman (Step Three)

14. If you are unhappy with the outcome of our investigation you may take up your complaint with the Legal Ombudsman, the independent complaints body for complaints about lawyers, at the conclusion of our consideration of your complaint.

15. **The Ombudsman is not able to consider your complaint until it has first been investigated by Chambers.**

16. Please note that the Legal Ombudsman has a three to six year-time limit from the date of the act or omission about which you are complaining within which to make your complaint. Further, if you are unhappy with our adjudication, you must make any complaint to the Legal Ombudsman within six months of our determination (adjudication). You can write to them at:

Legal Ombudsman, Edward House, Quay Place, Birmingham B1 2RA

Telephone number: **0300 555 0333**

Email: **enquiries@legalombudsman.org.uk**

https://www.legalombudsman.org.uk