CLIENT SATISFACTION

We aim to provide an excellent quality of service at all times. If, however, you have a complaint, we invite you to follow the procedure below. Please note that we will not consider complaints raised more than six months after the relevant event.

- Please address all complaints, either written or by telephone, to the Senior Clerk, Guy Williams (**guy@25bedfordrow.com**)
- If the complaint is about the Senior Clerk, please address it to the Heads of Chambers Paul Mendelle QC and/or George Carter-Stephenson QC
- Please make clear
  - Your name and contact details
  - The precise nature of your complaint
  - How you would like it to be resolved
  - If in writing, your complaint will be acknowledged where possible within 2 days and considered and actioned by the Senior Clerk/Heads of Chambers within 14 days
  - If a telephone complaint cannot be resolved there and then, you will be invited to put your concerns in writing within 14 days
  - The substantive reply will include
    - the nature and scope of the investigation;
    - a conclusion on each complaint and the basis for this conclusion; and
    - in the case of a complaint which is found to be justified, proposals for resolution.
    - A record will be kept of all complaints and resolutions, and conversations and correspondence relating to them.

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, 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 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.

Record Keeping

As part of our commitment to client care, we make a written record of formal complaints and retain all documents and correspondence generated by the complaint for a period of 6 years. A summary of the (anonymised) record is inspected 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 are unhappy with the outcome you may take up your complaint with the Legal Ombudsman. You have 6 months from our final decision in which to complain to the Legal Ombudsman. Any complaint to the Legal Ombudsman must be submitted within 12 months from the date of the act or omission about which you are complaining.

You can write to the Legal Ombudsman at:

Office of the Legal Services Ombudsman
3rd Floor
Sunlight House
Quay Street
Manchester M3 3JZ

Lo-call 0845 601 0794 (charged at local rates – available nationally)
T: 0161 839 7262

Email lso@olso.gsi.gov.uk

See also **www.olso.org**

Complaints to the Bar Standards Board

If your complaint concerns a barrister who is not representing you and you are not satisfied with the outcome of our internal client satisfaction procedure, you should contact the Bar Standards Board. They can be contacted online by **clicking here** , by telephone on 020 7611 1444 or in writing at

Bar Standards Board
289 -293 High Holborn
London WC1V 7HZ