



**WYNNE CHAMBERS**

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## **Wynne Chambers Complaints Procedure**

1. My aim is to give all my clients a good service at all times. However if you have a complaint please let me know as soon as possible, by telephone or in writing. I will treat your complaint as confidential although I may discuss it with other barristers or officials from the Bar Standards Board for their advice. I will not reveal your name to others unless I am setting up mediation or arbitration. I will deal with your complaint promptly. If, after eight weeks, you are not satisfied with the manner in which your complaint has been handled, you are entitled to contact the Legal Ombudsman.
2. Please note that the 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 (or three years from when you found out about it) within which to deal with your complaint. Chambers must therefore have regard to that timeframe when deciding whether they are able to investigate your complaint. Chambers will not deal with complaints that fall outside the six or three year time limits as the case may be.

### **Complaints made by telephone**

3. If you wish to make a complaint by telephone, I will make a note of the details of your complaint and what you would like done about it. I will endeavour to resolve matters with you on the telephone. If after discussion you are satisfied with the outcome I will make a note of the outcome and the fact that you are satisfied. If you are not satisfied you may wish to make a written complaint.

### **Complaints made in writing**

4. If you wish to make a written complaint please give me the following details:
  - Your name, telephone number and address;
  - The detail of your complaint; and
  - What you would like done about it.

### **Procedure for dealing with your complaint**

5. There are a number of ways in which your complaint may be dealt with:
  - (a) Discussion over the telephone;
  - (b) Dealt with by correspondence;
  - (c) Discussion at a meeting between us;
  - (d) The appointment of a mediator who will try to facilitate the resolution of your complaint;
  - (e) The appointment of an arbitrator whose decision we both agree shall be binding.

6. If we decide to appoint an arbitrator we both would need to agree how the arbitrator should approach his/her task and the limit of the compensation that can be awarded. The Bar Sole Practitioners Group (BSPG) or local Circuit will be approached and a barrister will be appointed to arbitrate. We will decide together whether it will be the BSPG or the local Circuit who should be approached. However neither of us may veto the person chosen. It is expected that the BSPG or the Circuit will chose someone who has considerable experience in the area that is the subject matter of the dispute.
7. Upon receipt of a written complaint I will
  - (a) Reply in writing, normally within 48 hours, to acknowledge the complaint and inform you how I shall be dealing with it.
  - (b) Reply within 14 days responding in full to your complaint. I will offer you the opportunity to meet with you if that is appropriate. If I find later that I am not going to be able to reply within 14 days I will set a new date for my reply and inform you. My reply will set out:
    - The nature and scope of my investigation;
    - My conclusion on each complaint and the basis for my conclusion; and
    - If I find that you are justified in your complaint, my proposals for resolving the complaint.
  - (c) If you indicate that you are not happy with my written response you may ask for mediation or arbitration or you may make a formal complaint to the Legal Ombudsman, the independent complaints handling body for complaints about lawyers. Please note the Legal Ombudsman's time limits within which your complaint must be made as set out in paragraph 2 above.

The Legal Ombudsman can be contacted at:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Telephone number: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

More information about the Legal Ombudsman's services and time limits can be accessed via <https://www.legalombudsman.org.uk/>

The decision data of the Legal Ombudsman can be accessed via <https://www.legalombudsman.org.uk/raising-standards/data-and-decisions/#ombudsman-decision-data>

8. I will maintain confidentiality at all times and discuss your complaint only to the extent that is necessary for its resolution and to comply with requests for information from the Bar Standards Board discharging its auditing and monitoring functions.
9. I will retain all correspondence and other documents generated in the course of your complaint for a period of six years and I will review complaints at least once a year to ensure that I maintain good standards of service.

**Thank you**