



BELL YARD CHAMBERS COMPLAINTS PROCEDURE

All members and employees of Bell Yard Chambers strive to provide you with high quality of service. However, we recognise that there may be occasions when you are dissatisfied with the service you receive and which you feel merit complaint. Chambers are constantly aiming to improve our client service, so take any feedback very seriously and always aim to find a solution in each situation.

We will always try to deal with complaints promptly and informally where appropriate. We must point out that we cannot, save in exceptional circumstances, deal with a complaint made to us which is over 12 months from the act, or omission complained of. It is not necessary to involve solicitors in order to make your complaint, but you are free to do so should you wish. If you have a complaint you are invited to let us know as soon as possible.

You may contact us by telephone, email or in writing. Bell Yard Chambers is fully committed to ensuring that all users of the complaint's procedure are treated fairly, with respect and without discrimination based on race, gender, sexual orientation, disability, age, religion, or belief.

Complaints by Telephone

If you would rather speak on the telephone about your complaint (in order for it to be dealt with informally) then please telephone Angela Kerner on 020 3793 0641 who is the individual nominated under Chambers Complaints Procedure to deal with complaints. If your complaint concerns Angela Kerner then you should contact Philip Sutton (Head of Chambers) on the same number. If your complaint is not resolved over the telephone you will be invited to write to us within 14 days so it can be investigated formally.

Complaints made in writing

Please note, a formal complaint will be addressed if it is made within 1 year of the date of the cause of the complaint or when informal resolution has failed, whichever is the later.

If you wish to make a formal complaint in writing, please give the following details:

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

Please address your letter to:

Mrs Angela Kerner
Room 3
45 High Road
Broadstairs
Kent CT10 1JR

Or email

P.bishop@bellyardchambers.co.uk

If your complaint is about Angela Kerner, please address your letter to Philip Sutton, at the same address. We will, where possible, acknowledge receipt of your complaint within 7 days.

The person appointed to investigate will write to you within a further 28 days, or as soon as possible outlining:

- The nature and scope of his investigation;
- The conclusion on each complaint and the basis for that conclusion;
- If it is found that you are justified in your complaint;
- Proposals for resolving the complaint.

All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. The Bar Standards Board is entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions. As part of our commitment to client care we make a written record of a complaint and retain all documents and correspondence generated by the complainant for a period of six years.

If you are unhappy with the outcome of our investigation and you fall within their jurisdiction 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. The Ombudsman is not able to consider your complaint until it has first been investigated by Chambers. You can write to them at:

Legal Ombudsman
PO BOX 6806
Wolverhampton
WV1 9WJ
Tel: 0300 555 0333
Email: Enquiries@legalombudsman.org.uk
Web: www.legalombudsman.org.uk

Any complaints to the Legal Ombudsman must be made EITHER within six years of your barrister's actions/failure to act OR no later than three years after you

should reasonably have known there were grounds to complain.

If you have received your barrister's final response to your complaint, any complaints to the Legal Ombudsman must be made within six months.