

## **1. Introduction**

Kidwells Barrister' Chambers aims to offer high levels of service at all times. However, if at any time you have a complaint about the quality of our services of our barristers or members of staff you are invited to let us know as soon as possible. This document sets out how to make your complaint.

Please note that Chambers will only consider complaints that are raised within 12 months of the act or omission complained of.

## **2. Complaints Made by Telephone**

You may wish to make a complaint in the first instance in writing, if so, please follow the procedure in paragraph 3 below.

If you would rather speak on the telephone then please telephone our Chambers Clerk, Wayne Brookes. If the complaint is about the Senior Clerk you should then telephone the Head of Chambers Michael Horne. The person you contact will make a note of the details of your complaint and how you would like it resolved. He will discuss your concerns with you and aim to resolve them. If the matter is resolved he/she will record the outcome, check that you are satisfied with the outcome and record your response. You may wish to record the telephone discussion.

Should it not be possible to resolve your complaint by telephone, you will be invited to write to us within 14 days of the date of the original telephone discussion, setting out the full details of your complaint, your complaint will be then formally investigated.

## **3. Complaints Made in Writing**

When making a complaint in writing, please provide the following details:

- Your full name and address
- Which member(s) of Chambers you are complaining about
- The details of the complaint;
- How you would like the matter to be resolved

Please address your letter to:  
Wayne Brookes Chambers Clerk  
Kidwells Chambers  
4 Coldnose Road  
Hereford  
Herefordshire  
HR2 6JL

We will acknowledge receipt of your complaint in writing, where possible, within 5 days, providing you with details of how your complaint will be dealt with.

As with complaints made by telephone, we will first seek to resolve your concerns informally. The person you contact will note the details of your complaint and how you would like it to be resolved. He will discuss your concerns with the barrister or member of staff about whom you have complained, he will then contact you again to set out their response. If the matter can be resolved at this stage then the outcome will be recorded once we have checked that

you are satisfied and recorded your response. Should it not be possible to resolve your complaint at this stage, the matter will be passed to the Chambers Complaints Panel.

Our Chambers has a panel composed of the Head of Chambers, Michael Horne and Senior Clerk Wayne Brookes and also Rebecca Hardy, director of client HR from Kidwells Solicitors. Which will consider any written complaint within 14 days of your letter being received your complaint will be investigated.

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

- The nature and scope of his investigation.
- The conclusion on each complaint and the basis for his conclusion.
- If your complaints are found to be justified, the proposals for a resolution.

#### **4. 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, 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. The Bar Standards Board is entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions.

#### **5. Quality Assurance**

As part of our commitment to Quality and Assurance we make a written record of any complaint and retain all documents and correspondence generated by the complaint for a period of six years. An anonymised record is reviewed regularly with a view to constantly improving our services.

#### **6. Complaints to the Legal Ombudsman**

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. Please note that the Legal Ombudsman has a twelvemonth time limit from the day of the act or omission about which you are complaining within which to make your complaint.

You can contact the Legal Services Ombudsmen at:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ  
Tel: 0300 555 0333  
Email: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

