

MAKING A COMPLAINT

Any complaint which involves negligence or a potential claim against the Professional Indemnity Insurance (The Bar Mutual) will be brought to the attention of the insurer as soon as possible.

After completion of the investigation of a complaint, the Senior Clerk, committee or Member of Chambers who carried out the investigation will complete a written report to our Management Committee, giving recommendations where appropriate for changes to policies and procedures to prevent any recurrence.

The Management Committee will decide and implement any necessary changes in policies or procedures or take other appropriate steps to reduce the possibility of a similar complaint arising again.

Records of complaint will be retained for a period of 6 years. Chambers recognises the fact that a complainant who has first approached Chambers may also refer a matter to the Bar Standards Board.

The Head of Chambers will consider whether complaints made more than six months after the relevant act or omission are still sufficiently serious to justify further consideration or whether there are exceptional circumstances to justify further consideration of the complaint.

CONTACTS

All complaints should be addressed, in the first instance, to Wayne King, the Senior Clerk of Seven Bedford Row.
He may be contacted as follows:

In writing: 7 Bedford Row,
London WC1R 4BU
DX: LDE 347

By telephone: +44 (0) 20 7242 7307
By email: wking@7br.co.uk

seven bedford row

7 Bedford Row is a leading common law chambers with 79 members, of whom 19 are Queen's Counsel. Members' specialist areas of expertise include: Local Authority Liability, Child and Family Law, Police Work, Clinical Negligence, Personal Injury, Commercial Litigation, Fraud and Crime, Employment and Discrimination.

For further details on barristers or to discuss fee rates or instructions, please contact Wayne King, Senior Clerk on:

Tel: +44 (0) 20 7242 7307
Email: clerks@7br.co.uk

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INFORMATION LEAFLET



How to Make a Complaint

Community
Legal Service



Criminal
Defence Service



2009

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Aim

Chambers takes any complaints about service or professional competence extremely seriously, recognising the need for a formal client care and complaints procedure in order to promote the highest quality client relationships

How to Make a Complaint

You can make a complaint in a number of ways:

- To 7 Bedford Row
- To the Bar Standards Board
- To the Legal Services Commission

Leaflets of both Chambers' and the Bar Standards Board's guidance on how to make complaints and the procedures followed are available at Reception and via Chambers website; www.7br.co.uk You may also telephone and ask for a leaflet to be sent to you.

The Senior Clerk will be responsible, at least initially, for handling your complaint. His contact details are contained at the end of this leaflet.

On making a formal complaint, the Senior Clerk will explain to you our process for handling complaints if so requested.

We recognise that it is of paramount importance that all complaints are dealt with promptly, courteously and in a manner which addresses the issues raised in accordance with these procedures.

Furthermore, we undertake that any complaints investigation will ensure confidentiality is maintained.

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The Complaints Process

The Senior Clerk will maintain a record of every formal and, where appropriate, informal complaint detailing:

- (a) the name and address of the complainant (be it an individual or a firm);
- (b) the nature of the complaint;
- (c) the barrister or member of staff concerned;
- (d) the steps taken to resolve the complaint.
- (e) whether the Head of Chambers was informed about the complaint.

A file will be opened and maintained for each complaint to include all correspondence and notes of conversations and the names of the people to whom the Senior Clerk has spoken.

Where it is appropriate to do so (particularly where it involves a Member) the matter will be notified immediately to the Head of Chambers. If appropriate, the Head of Chambers will convene a committee to deal with a complaint. In appropriate cases, the Head of Chambers can delegate this responsibility to another senior member of Chambers.

The Senior Clerk will notify the complainant as soon as possible but in any event within 7 days that the complaint is under investigation, explain the complaints procedure and will set a date by which the complainant will be contacted again.

The Senior Clerk, if it is appropriate to do so and agreed with the Head of Chambers or his deputy, will carry out the necessary

investigations and give all relevant people involved the opportunity to state their opinions on the circumstances of the complaint. If the Senior Clerk, in discussion with Head of Chambers, recognises that it would be better for the investigation to be carried out by another Member of Chambers, the Head of Chambers will appoint such a Member or a committee.

If a Member of Chambers or committee is appointed to investigate the complaint, the Senior Clerk will pass all documents in his possession to that panel to enable him/her to carry out the investigation efficiently.

The Senior Clerk, committee or barrister carrying out the investigation will:

- (a) inform the complainant that the complaint has been investigated and found not to be justified, explaining why; or
 - (b) inform the complainant that the complaint has been investigated and found to be justified and either explain what remedial action is proposed, including any form of compensation, or refer the matter to the Head of Chambers for resolution. It should also be explained to the complainant his or her right to bring the matter to the attention of the Bar Standards Board.
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