

QUORUM CHAMBERS

COMPLAINTS HANDLING PROCEDURE

My aim is to give you the best possible service at all times. However, if you do have a complaint about any of the services provided by me to you, please do not hesitate to contact me to let me know as soon as possible.

I will consider all complaints as expeditiously and fairly as possible. However, I will only consider complaints raised within six months of the act or omission complained of (unless there are exceptional reasons as to why that period of time should be extended).

You can contact me by telephone, email or by letter.

As a sole practitioner, I do not have anyone else in chambers to refer your complaint to, but I am always willing to consult with colleagues from other sets of chambers to get an alternative view point in respect of any complaints received.

It would be helpful if you could include the following details in any written complaint that you wish to make:

1. Your contact details.
2. The date(s) of the events about which complaint is made.
3. The name any Solicitor or Accountant/Tax Adviser who was also instructed in relation to the events about which complaint is made.
4. The reasons for the complaint.
5. Options you consider might be appropriate to resolve your complaint.
6. Your preferred method of communication in handling your complaint.

I aim to acknowledge any written complaints within 5 business days. I will also try to contact you to discuss any complaint within that time frame. In the event that a written response is requested, I will endeavour to provide such a response within a further 5 working days. If, for any reason, that timeframe may not be achievable, I will advise you accordingly and give an indication as to when I will be able to respond to you.

I will try to respond to, and resolve any complaints, within 28 days of such complaint being drawn to my attention as above.

In the event that you are not happy to raise your complaint with me directly, or having done so you are still not happy with my response, then you may refer your complaint to the Legal Ombudsman. Ordinarily, the Legal Ombudsman will require a consumer to have made a complaint to chambers before he will investigate a complaint further. However, as I am a sole practitioner, he might be prepared to consider a complaint to him in the first instance.

In any event, it would be sensible to raise any complaint directly with me first, so that the matter may be referred to the Ombudsman, if necessary, without undue delay. Equally, it may transpire to be the case that we find that we can resolve any issues between ourselves.

The Legal Ombudsman's contact details are:

Telephone: 0300 5550333
Email: enquiries@legalombudsman.org.uk
Website: <http://www.legalombudsman.org.uk/>
Address: PO Box 15870
Birmingham
B30 9EB