

Complaints Procedure

1. Our aim is to give you a good service at all times. However, if you have a complaint, you are invited to let us know as soon as possible. It is not necessary for you to involve a solicitor in order to make a complaint but you are free to do so should you wish.
2. Please note that we will only consider complaints that are raised within six months of the act or omission complained of.

Complaints Made by Telephone

3. You may make a complaint in writing and, if so, please follow the procedure set out below. However, if you would rather speak on the telephone about your complaint then please telephone us on 0845 123 1234 and ask to speak to The Senior Clerk (Andrew Hutchins). Andrew Hutchins (or whomsoever he allocates to deal with your complaint) will make a note of the details of your complaint and what you would like done about it. He will discuss your concerns with you and aim to resolve them. If the matter is resolved he will record the outcome, check that you are satisfied with the outcome and record that you are satisfied. You may also wish to record the outcome of the telephone discussion in writing.
4. If your complaint is not resolved on the telephone you will be invited to write to us about it within the next 14 days so it can be investigated formally.

Complaints made in Writing

5. Please give the following details:
 - Your name and address;
 - Which member(s) of BarristerWeb Central Clerking Service or staff you are complaining about;
 - The detail of the complaint; and
 - What you would like done about it
 - How you would like us to communicate with you (i.e. whether by e-mail, fax or letter).

Please address your letter to

Andrew Hutchins, Senior Clerk
BarristerWeb Central Clerking Services
PO BOX 6017 Milton Keynes
MK1 9AP
DX 31412 Milton Keynes.

We will, where possible, acknowledge receipt of your complaint within two days and provide you with details of how your complaint will be dealt with.

6. BarristerWeb Central Clerking Services has a panel headed by Andrew Hutchins and made up of senior members of staff and may use the advice of experienced independent Members, to consider any formal written complaint where appropriate.

7. Within 14 days of your letter being received the Andrew Hutchins will decide who the appropriate member of the panel will be to investigate it. If your complaint is against Andrew Hutchins, the next most senior member of the panel will investigate it with the assistance of an independent Member of BarristerWeb Central Clerking Service with appropriate experience. In any case, the person appointed will be someone other than the person you are complaining about.
8. Andrew Hutchins or the person appointed to investigate will write to you as soon as possible to let you know that he will reply to your complaint within 14 days or the appropriate time scale. 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.
9. After thorough investigation of your complaint, Andre Hutchins will set out:
 - His conclusion on each complaint and the basis for his conclusion; and
 - If he finds that you are justified in your complaint, his proposals for resolving the complaint.

Confidentiality

10. 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 members of our Panel and the Bar Council and to anyone involved in the complaint and its investigation. Such people will include the barrister member or staff who you have complained about 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.

Our Policy

11. As part of our commitment to client care we make a written record of any complaint and retain all documents and correspondence generated by the complaint for a period of six years.

Complaints to the Bar Standards Board

12. If you are unhappy with the outcome of the above procedure, you may take up your complaint with the Bar Standards Board at any time. The Bar Standards Board is an independent body which regulates the work of barristers. The above procedure is based on the Bar Standards Board's recommended model. However, if you prefer you may take any complaint you may have straight to the Bar Standards Board without using our procedure. Please note that the Bar Standards Board has a six-month time limit from the date of the act or omission about which you are complaining within which to make your complaint. However, should you raise your complaint with BarristerWeb Central Clerking Service first under the procedure set out above, there is a three month time limit from the conclusion of the investigation by BarristerWeb Central Clerking Service in which to raise your complaint with the Legal Ombudsman :-

The Legal Ombudsman

Po Box 15870
Birmingham
B30 9EB
Telephone: 0300 555 0333
enquiries@legalombudsman.org.uk
<http://www.legalombudsman.org.uk>