

No.1

Tel: 0115 941 8218
Fax: 0115 941 8240
clerks@1highpavement.co.uk

HIGH PAVEMENT
CHAMBERS

Provider of high quality criminal advocacy in the East Midlands since 1990.

Chambers Complaints /Feedback Form

To complete, please save this file to your computer or open in Adobe Acrobat. Then you can complete this form and send it back to us. Thankyou.

At No.1 we are constantly striving to achieve the highest service standards possible. However, in the event that our service falls short of expectations you should feel free to lodge any complaint with the Senior Clerk davidduric@1highpavement.co.uk. Your complaint will be acknowledged within 72 hours of its receipt and will be dealt with in accordance with Chambers Policies and Procedures.

Alternatively you may wish to use our Feedback Service

Your Personal Details

Name:			
Address:			
Telephone no:			
Email:			
Are you a:	Lay Client	Solicitor	Other (Please specify)

Communications and Service Levels

Excellent Good Fair Poor

1. How would you rate the service you received from the clerking team?

2. How would you rate the service you received from the instructed barrister?

3. If you feel we can improve our service, please let us know how:

Quality of Legal Representation

Excellent Good Fair Poor

4. How would you rate the quality of *advocacy* you received from your barrister?

5. How would you rate the quality of *advice* received in conference/written work from the instructed barrister?

6. How would you rate the quality of *service* received from your barrister after the case had concluded?

7. Please use this space to let us have any comments about the legal representation you received at No 1

Would you.....

Yes

No

Maybe

8. Consider using this barrister again?

9. Consider using No 1 again?

10. Recommend No 1 to colleagues and associates?

If you replied 'no', please briefly explain your reasons:

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Please send in your completed form for the attention of the Senior Clerk, David Duric. Alternatively please email your completed form to davidduric@1highpavement.co.uk.

Your details will not be used or passed onto any 3rd party and are for internal administrative purposes only. Please tick this box

if you wish to be added to our future mailing lists in order to receive information on news, events and seminars in the future.

For internal use only:	
Name of case:	
Barrister instructed:	
Date of work:	
Case number:	

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No.1 High Pavement Chambers Complaints Policy

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 to involve solicitors in order to make your complaint but you are free to do so should you wish.
2. Please note that the Legal Ombudsman, the independent complaints body for service complaints about lawyers, has a time limit from the date of the act or omission about which you are complaining within which to make your complaint. Chambers must therefore have regard to that timeframe when deciding whether they are able to investigate your complaint. Chambers will not deal with complaints that fall outside that time limit.

Complaints made by Telephone

3. You may wish to make a complaint in writing and, if so, please follow the procedure in paragraph 4 and 5 below. However, if you would rather speak on the telephone about your complaint then please telephone David Duric, the Senior Clerk, or, if the complaint is about the Senior Clerk, please write to Michael Auty QC. The Senior Clerk will make a note of the details of your complaint and what you would like to be 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 Chambers you are complaining about;
 - The detail of the complaint; and
 - What you would like done about it.

Please address your letter to David Duric. We will, where possible, acknowledge receipt of your complaint within three days and provide you with details of how your complaint will be dealt with.

6. Our Chambers will appoint a panel headed by Michael Auty QC or his deputy and made up of a further two experienced members of Chambers, which will consider any written complaint. Within 14 days of your letter being received the head of the panel or his deputy in his absence will appoint a member of the panel to investigate it. If your complaint is against the head of the panel, the next most senior member of the panel will investigate it. In any case, the person appointed will be someone other than the person you are complaining about.

7. 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;
 - 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

8. 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, members of our management committee and to anyone involved in the complaint and its investigation. Such people will include the barrister or member of 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.

Our Policy

9. 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. Our management committee inspects an anonymised record regularly with a view to improving services.

Complaints to the Legal Ombudsman

10. If you are unhappy with the outcome of our investigation 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 will only consider a complaint if notified within 6 months of your receipt of a written response from Chambers. You can write to them at:

Legal Ombudsman
PO Box 15870,
Birmingham
B30 9EB

Telephone number: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk