

**39 Park Square Chambers**  
**Chambers Complaints Handling Policy**

1. Every professional client and every lay client is entitled to make a complaint about the service provided by a barrister.
2. If you wish to make a complaint, in the first instance please contact the Senior Clerk to Chambers, Mr. Mark Heald, in writing. Acknowledgement of receipt of your complaint will be sent within two working days.
3. A lay client may make a complaint either through his solicitors or, if he wishes, directly without going through his solicitors.
4. The complaint will then be referred for action to the Head of Chambers, Mr. Neil Davey QC. He will try to resolve your complaint as soon as possible and in any event within 28 days of its receipt. If he needs longer than 28 days he will write to you explaining why and saying when he expects to be able to deal with the matter. In any event he will try to resolve your complaint within 56 days of its receipt at the very latest.
5. If we fail to deal with your complaint to your satisfaction you should then refer your complaint to the Legal Ombudsman.
6. The Legal Ombudsman asks that you go to him as soon as you can; and in any event within 6 months of your last contact with Chambers. He can be contacted in the following ways:-

By telephone on **0300 555 0333** (calls are charged at a local rate)

By e-mail at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Via his website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

By post to PO Box 15870, Birmingham, B30 9EB

**The services of the Legal Ombudsman are free for consumers.**

7. The Legal Ombudsman will assess your complaint and **either** deal with it himself **or, if in his view it involves possible issues of professional misconduct**, he will refer it to the Bar Standards Board to deal with. If he does refer it to the Bar Standards Board, both he and the Bar Standards Board will contact you to

confirm this. (“Professional misconduct” is when a barrister has breached the Code of Conduct for barristers, for instance by misleading the court or acting dishonestly. You can find out more about the Code of Conduct on the website [www.barstandardsboard.org.uk](http://www.barstandardsboard.org.uk)).

8. If you wish to complain about a barrister who is **not** working for you or who has **not** worked for you, you should contact the Bar Standards Board directly within 12 months of the problem occurring either by telephone on **0207 611 1445** or via the website [www.barstandardsboard.org.uk](http://www.barstandardsboard.org.uk).

39 Park Square Chambers,  
39 Park Square,  
Leeds  
LS1 2NU

6<sup>th</sup>. October 2010