

## **New Walk Chambers' Complaints Procedure**

New Walk Chambers prides itself on the service it provides. If you have any concerns about the quality of the service you receive from our pupils, members of chambers or members of staff you are invited to let us know as soon as possible.

In line with our friendly approach, in the first instance we encourage you to discuss any day-to-day concerns about the services of our pupils, members of chambers or staff directly with them. Any such concerns can also always be raised initially with our Practice Manager.

Any concerns about members of staff should be raised with the Head of Chambers.

We would very much hope that the matter can be resolved at an early stage..

However, if you feel that the concern has not been dealt with to your satisfaction, then you may wish to make a formal complaint as detailed below. We would expect complaints to be made within 12 months of the date of the problem arising.

### **Formal complaints procedure**

Please address your formal letter of complaint to the Head of Chambers, 27 New Walk, Leicester, LE1 6TE. Please give the following details: your name and address, which pupil, member(s) of Chambers or staff you are complaining about, the details of the complaint and what you would like done about that complaint.

As soon as possible after your letter is received the Head(s) of Chambers or in their absence a member of the Management Committee will investigate the complaint in conjunction with the Practice Manager. If your complaint is against the Head(s) of Chambers it will be investigated by the next most senior member of our Chambers Management Committee in conjunction with the Practice Manager. The individuals investigating the complaint will be individuals other than the person you are complaining about.

The person handling the investigation will write to you as soon as possible to let you know that they have been appointed and that they will endeavour to reply to your complaint within 21 days. If they find later that they are not going to be able to reply within 21 days then they will set a new date for their reply and they will inform you. Their reply will set out: The nature and scope of their investigation; their conclusion on each complaint and the basis for their conclusion and, if they find that you are justified in the complaint, their proposals for resolving the complaint.

### **Confidentiality**

All conversations and documents relating to your complaint will be treated as confidential and will only be disclosed to the extent that is required. Disclosure will be to the Head(s) of Chambers and the Practice Manager and will include any others we consider necessary to involve in the complaint and its

investigation. If a complaint is made then we will assume that you will authorise those investigating the complaint to view all of the papers or other correspondence relevant to the complaint.

### **Our procedure**

As part of New Walk Chambers commitment to client care we will make a written record of your formal complaint.

Complaints to the Legal Ombudsman

We hope that you will at first instance use our procedure. However, if you would rather not do so, or are not happy with the outcome then you do have the choice of taking up your complaint with the Legal Ombudsman. You can write to the Legal Ombudsman at:

Legal Ombudsman, PO Box 15870, Birmingham, B30 9EB

Tel: 0300 555 0333

For further information please contact the clerks.