



Senate House Chambers Complaints Handling Policy

We aim to provide the highest standards of legal service to all of our clients. However, there may be occasions when our service falls short of your expectations and if it does we want to know and learn from it. We would very much hope that any issue is raised with us quickly, to provide us with an opportunity to redress the conduct whilst the matter is ongoing. In the event that the case concerned has concluded, we will adopt the following process to investigate and address your dissatisfaction to a satisfactory conclusion. Please contact Su Snaith, Practice Director via email or letter giving a full account of your concerns and any substantiating evidence.

A written acknowledgement will be issued no later than five working days after receiving your complaint. Your concerns will be fully investigated and a detailed response will be issued. We aim to resolve your complaint and issue this response within 28 working days thereafter. However, there may be times when we cannot send you our final response letter by the end of this period. If this is the case we will write to you to explain why and let you know when we can do so.

We are committed to ensuring all complaints are fully and fairly addressed. Should you remain dissatisfied following the completion of our review, you have the option to appeal the outcome by writing to or emailing our Joint Head of chambers Michelle Christie & Lianne Murphy submitting the reasons for your dissatisfaction and any additional evidence. Following their review you will receive our final response within 15 working days. If the matter is not concluded to your satisfaction you may contact the following regulators:

1. If our barrister has acted for you and you are not satisfied with their service, you should contact the Legal Ombudsman.

The Legal Ombudsman (LeO) (PO Box 6806, Wolverhampton WV1 9WJ, Tel: 0300 555033, Web: www.legalombudsman.org.uk). There are time limits for submission of a complaint to them. They will accept a complaint made within 6 years of the act or omission giving rise to the complaint, or within 3 years of the client being reasonably aware of the complaint. In addition the client must raise the complaint within 6 months of the final response under the internal complaint procedure of the firm.

2. If the barrister has not acted for you and you want to complain about their professional conduct, you should contact the Bar Standards Board.

The Bar Standards Board (289-293 High Holborn, London, WC1V 7HZ Tel: 020 7611 1444 Web: www.barstandardsboard.org.uk). It is important that you contact the Bar Standards Board within 12 months of the problem arising. If you do not make your complaint within 12 months, they may not be able to take action unless there is a good reason.

Further detail can be found at https://www.barstandardsboard.org.uk/media/1389291/150126_-_how_to_complain_leaflet_-_for_bsb_website.pdf

Michelle Christie and Lianne Murphy
Joint Heads of Chambers
Senate House Chambers