



KENWORTHY'S CHAMBERS COMPLAINTS PROCEDURE

1. Our aim is to give you an excellent and professional service at all times. However, if you have a complaint or suggestion on how to improve our service, you are invited to let us know as soon as possible.

2. Our complaints policy and procedures, detailed below, are relevant to all our clients, both professional and lay clients. It is not necessary to involve solicitors in order to make your complaint, but you are free to do so should you wish. There is no restriction or limitation on who can make a complaint to Chambers.

3. Please note that Chambers will only consider complaints that are raised within six months of the act or omission about which you are complaining.

All complaints will be treated with a fair, constructive and positive attitude and in accordance with the Bar Council Code of Conduct.

Complaints made by Telephone

4. You may wish to make a complaint in writing; if so please follow the procedure in Paragraph 7 below. However, if you would rather speak to someone over the telephone about your complaint, then please telephone the Practice Manager, Maria Rushworth. If the complaint concerns the Practice Manager, then the matter should be addressed to the Head of Chambers, Mr Frank Burns.

5. The person you contact will make a note of the details of your complaint and how you would like the matter resolved. They will discuss your concerns with you and aim to resolve the matter on an informal basis. If you are satisfied with the outcome this will be recorded. You may also wish to make a note of the outcome of the telephone discussion for your own records and send a copy into chambers.



6. If your complaint is not resolved on the telephone, or you do not feel the issue has been resolved or dealt with to your satisfaction, you are invited to write to us about it within the next 14 days, in order that it can be investigated formally.

Complaints made in Writing

7. Please address your letter to The Practice Manager, Mrs Maria Rushworth or Head of Chambers, Mr Frank Burns

Kenworthy's Chambers

Arlington House

Bloom Street

Salford

Manchester M3 6AJ.

Please give the following details:

- Your name and address
- Which Member(s) of Chambers or staff you are complaining about
- The details of the complaint and
- How you would like it to be resolved.

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

8. Our Chambers has a Panel, headed by Mr Frank Burns and made up of experienced Members of Chambers and a senior member of staff, 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 your complaint. 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.



9. 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 conclusions; 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 Head of Chambers, Members of our Management Committee and to anyone involved in the complaint and its investigation. This will include the barrister or staff member 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

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. Regular reports are made to the Management Committee with a view to improving services.



Complaints to the Bar Standards Board (the regulatory arm of the Bar Council, the professional body for barristers)

12. We hope that you will use our procedure. However, if you would rather not do so, or are unhappy with the outcome of our investigations, you may take up your complaint with the Bar Standards Board at any time. 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 Chambers first, there is a three-month time limit from the conclusion of the investigation by Chambers in which to raise your complaint with the Board. You can write to them at:

Complaints Team

Bar Standards Board

289-293 High Holborn

London WC1V 7HZ

Tel: 020 7611 1444

Fax: 020 7831 9217

See also: www.barstandardsboard.org.uk