



## **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. However, if you have a complaint, you are asked 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.
3. Please note Kenworthys Chambers will not deal with complaints about an act or omission that occurred more than 12 months ago.
4. All complaints will be treated with a fair, constructive and positive attitude and in accordance with the Bar Council Code of Conduct and the requirements of the Bar Standards Board and Legal Ombudsman.

### **Complaints Made by Telephone**

5. You may wish to make a complaint in writing and, if so, please follow the procedure in paragraph 8 below. However, if you would rather speak on 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.
6. 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 you own records and send a copy into Chambers.
7. 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** so it can be investigated formally.

### **Complaints made in Writing**

8. Please address your letter to the  
The Practice Manager, Maria Rushworth or  
The Head of Chambers, Frank Burns  
Kenworthys Chambers  
Arlington House  
Bloom Street  
Salford  
Manchester  
M3 6AJ

18<sup>th</sup> October 2010

Kenworthy's Chambers, Arlington House, Bloom Street, Salford, Manchester, M3 6AJ.

telephone: 0161 832 4036

fax: 0161 832 0370

website: [www.kenworthyschambers.co.uk](http://www.kenworthyschambers.co.uk)

email: [maria@kenworthysbarristers.co.uk](mailto:maria@kenworthysbarristers.co.uk)



9. Please give the following details:

- Your name and address;
- Which member(s) of Chambers or staff you are complaining about;
- The date on which the act or omission took place about which you are complaining;
- The detail of the complaint; and
- How you would like it resolved

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

10. 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 considers 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.

11. 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**

12. 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 and Legal Ombudsman are entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions.

### **Our Policy**

13. 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.

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## Where to go to next?

We hope that you will use our procedure, and will be satisfied with the manner in which we have dealt with your complaint.

If you are unhappy with the outcome of our investigations, or the way in which your complaint was dealt with, you may take the matter to the Legal Ombudsman, the independent complaints body for complaints about lawyers.

You can write to them at:

Legal Ombudsman  
PO Box 15870,  
Birmingham  
B30 9EB

Telephone number: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)



- (i) The Ombudsman is not able to consider your complaint until it has first been investigated by Chambers.
- (ii) The Legal Ombudsman has two time limits, both of which should be met : you must lodge your complaint within twelve-months from the date your first raised it AND within six months of Kenworthys Chambers' final response to your complaint.
- (iii) The Legal Ombudsman only considers complaints made by the lay client.
- (iv) The Legal Ombudsman only considers complaints about the service that you have received from a barrister or staff member at Kenworthys Chambers, or about the way we have dealt with your complaint.
- (v) The Legal Ombudsman's help doesn't cover any disappointment you feel because you don't agree with the outcome of a court case. If you wish to complain about the competence of the Barrister who advised you or represented you at court, you may complain directly to the Bar Standards Board Complaints Team (address details below)
- (vi) If you are not the lay client, and wish to take your complaint further, please contact the Bar Standards Board Complaints Team (address details below)

Bar Standards Board Complaints Team  
289-293 High Holborn  
London WC1V 7HZ

**Tel** : 020 7611 1444 ~ **Fax** : 020 7831 9217 ~ **Email** : [complaints@barstandardsboard.org.uk](mailto:complaints@barstandardsboard.org.uk)

The Bar Standards Board cannot consider complaints from the lay client in relation to the service you received from Kenworthys Chambers, its staff or its barristers. Such complaints should be made to the Legal Ombudsman, once Kenworthys have been given the opportunity to investigate it.

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