



Henry Chambers

## COMPLAINTS PROCEDURE

At Henry Chambers, we provide the best possible service at all times. We pride ourselves on the fact that complaints about the service provided by us are very rare, but we understand that situations can arise, and we are always looking to improve our services and welcome feedback from both Solicitors and Lay Clients.

Henry Chambers takes complaints very seriously and they will be dealt with in accordance with our Complaints Procedure which is set out below.

It is desirable if you can let us know of any complaints at the earliest possible opportunity. In line with our friendly and open approach, we in the first instance would encourage you to discuss any day-to-day concerns about the services that you have with us directly. We hope that any complaints can be resolved with this friendly discussion and prevent any further issues arising in the future. If you are not satisfied with the outcome of this discussion, then you may wish to raise a formal complaint. You can raise a formal complaint in any of the following ways:

### COMPLAINTS MADE IN WRITING

Please give us details of your name, address, details of the nature of your complaint that you have and what you would like to be actioned, and the outcome regarding this complaint. Please send your letter via email to [jhenry@henry-chambers.com](mailto:jhenry@henry-chambers.com). You will not be charged for dealing with your complaint.

We aim to respond within 14 days of your complaint being received upon which it will be fully investigated. We write to you as soon as possible to give you the outcome of the complaint and if we are unable to respond within the 14 day period, we will give you a projected timeframe for when a full and substantive reply can be expected. The reply will look at the nature and scope of the investigations undertaken, our conclusions with the complaint that has been raised, and if we find that your complaint is justified our proposals for resolving this complaint satisfactorily.

### CONFIDENTIALITY

All conversations and documentation relating to any complaints will be treated as strictly confidential and will not be disclosed other than to the extent that it is necessary to fully investigate and action the complaint.

## OUR POLICY

As part of our commitment to client care, we make written records of any complaints that we receive. We inspect the record regularly with a view to improving our services.

### Complaints to the Legal Ombudsman (Professional Body overseeing Barristers)

We hope that you will use our procedure to resolve any complaints that may arise. If, however, you would rather not do so or are unhappy with the outcome of our investigations, you have a 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

Telephone – 0300 555 0333

Or if you prefer to use Minicom – 0300 555 1777 (please note all calls will be recorded)

If you are not happy with Henry Chambers' reply, you can contact the Legal Ombudsman. The Legal Ombudsman is a free, impartial, and independent service set up by the Government which deals with complaints about the services that you have received.

You must complain to the Legal Ombudsman within 12 months of receiving a final response to your complaint from Henry Chambers (provided the response specifically notifies you of your right to complain to the Legal Ombudsman and of the 12-month limit). Complaints to the Legal Ombudsman must not be made more than 6 years after the act or omission complained about or not more than 3 years from the date you should have reasonably known there were grounds for complaints.

For the Legal Ombudsman the Decision Data, please see [here](#)

Henry Chambers members are also regulated by the Bar Standards Board. You can report concerns directly with them.

You can report any concerns directly with them:

<https://www.barstandardsboard.org.uk/for-the-public/reporting-concerns.html>

You can check our Barristers records [here](#)

Henry Chambers hold professional indemnity insurance with the Bar Mutual