

### **Complaints Procedure**

At London View Chambers we do our best to provide you with highest quality of legal services, achieve best results and your satisfaction. However, if you are not satisfied with our services then this document explains our complaints procedure.

**Complain to London View Chambers:** In most cases you must make a complaint to your Barrister because otherwise you will not be able to take your complaint further whether to the Legal Ombudsman or to the Bar Standards Board. You may find that approaching the problem informally at first with your Barrister will resolve things. When you make your complaint, you should

- make a complaint as soon as possible, once you are clear what the issue is and while it is fresh in your mind;
- be clear on what your complaint is about and how you would like it to be resolved—keep a note of the relevant points that you would like to address;
- make a note of who you spoke to, and what was said—this will come in handy if you need to chase your complaint up or take it further;
- keep calm, and be polite—even though you may be very frustrated, it is much easier to get the result you want by being reasonable.

Once we receive your complaint we aim to acknowledge your complaint within 10 days of receipt. Your complaint will then be passed to the Head of Chambers (who is a Barrister) who will either deal with your complaint himself or will pass it onto another Barrister for resolution. If your complaint is against the Head of Chambers then your complaint shall be passed onto the Deputy Head of Chambers who will then either handle the complaint himself or will pass onto another Barrister. Whoever deals with your complaint shall contact you to inform about the progress with your complaint or seek further information. In any event we try to resolve your complaint within 28 days of receipt.

If you are not happy with our response then you can contact the Legal Ombudsman (as long as you complain to the Legal Ombudsman). The contact details are as follows:

Legal Ombudsman  
PO Box 15870,  
Birmingham  
B30 9EB  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Phone: 0300 555 0333

Frequently Asked Questions concerning the new Legal Ombudsman can be found on the Bar Standards Board website:  
<http://www.barstandardsboard.org.uk/complaintsofprofessionalmisconduct/howtocomplainaboutabarrister/>

*London View Chambers*