

MAITLAND

How to make a complaint

Maitland Chambers' complaints procedure

1. Our aim is to give you the highest standard of service at all times. However, if you have a complaint you are invited 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.
2. If you are unhappy with the outcome of our investigation, alternative dispute resolution may be available to you. You may also be able to take up your complaint with the Legal Ombudsman. The Ombudsman is usually only able to consider your complaint when it has first been investigated by Chambers. The Legal Ombudsman can be contacted through the website at www.legalombudsman.org.uk.
3. The Bar Standards Board regulates barristers and specialised legal services businesses in England and Wales. Their website contains a Register which displays details of all barristers who are authorised to practise in England and Wales and who have a current practising certificate. The register will display the dates for which a barrister's practising certificate is valid. It includes information about barristers' practising status, their practising address, the reserved legal activities they are authorised to undertake and whether they have been the subject of any disciplinary findings which are published on the BSB website in accordance with their current policy. It can be found by clicking [here](#).

Complaints made by telephone

4. You may wish to make a complaint in writing and, if so, please follow the procedure in paragraph 4 and 5 below. However, if you would rather speak on the telephone about your complaint then please telephone the Director of Clerking. If the complaint is about the Director of Clerking, telephone the Head of Chambers. The person you contact will make a note of the details of your complaint and what you would like done about it. S/he will discuss your concerns with you and aim to resolve them. If the matter is resolved s/he will record the outcome, check that you are satisfied with the outcome and record that you are satisfied. You may also wish to record the outcome of the telephone discussion in writing.
5. If your complaint is not resolved on the telephone, you will be invited to write to us about it within the next 14 days so it can be investigated further.

Complaints made in writing

6. Please give the following details: your name and address, which member(s) or employees of Chambers you are complaining about; details of the complaint, and what you would like done about it. Please address your letter to the Head of Chambers, Maitland Chambers, 7 Stone Buildings, Lincoln's Inn, London WC2A 3SZ. We will, where possible,

acknowledge receipt of your complaint within seven days and provide you with details of when you may expect a substantive response to the issues raised, normally within a further 14 days, and details of our complaints procedure.

7. You will be informed in writing if any aspects of your complaint are deemed to be outside of Chambers' complaints handling procedures.

Formal investigation

8. If you are not satisfied with the substantive response given, you have the right to request that the complaint be investigated formally by a complaints panel within Chambers. Our Chambers will constitute a panel headed by Senior Silk and made up of experienced members of Chambers and a senior member of staff, to consider any written complaint. Within 14 days of your request for a formal investigation being received the head of the panel or her/his deputy in her/his absence will appoint a member of the panel to investigate it. If your complaint is against the head of the panel, it will be investigated by the next most senior member of the panel. 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 s/he has been appointed and that s/he will reply to your complaint within 14 days. If s/he finds later that s/he is not going to be able to reply within 14 days s/he will set a new date for her/his reply and inform you. Her/his reply will set out:
 - The nature and scope of her/his investigation;
 - Her/his conclusion on each complaint and the basis for her/his conclusion; and
 - If s/he finds that you are justified in your complaint, any available 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 members of our management committee and to anyone involved in the complaint and its investigation. Such people will include the barrister or member of staff 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 6 years. Our management committee considers the issues raised by such complaints regularly with a view to improving services.

Complaints to the Legal Ombudsman

12. If you are unhappy with the outcome of our investigation you have a right to complain to the Legal Ombudsman, the independent complaints body for complaints about lawyers, at the conclusion of our consideration of your complaint. The Legal Ombudsman will not usually consider your complaint until it has first been investigated by Chambers. Please note that any complaint to the Legal Ombudsman must be made within **six-months** from the date on which you are notified of the outcome of our investigation.
13. In addition, the Legal Ombudsman will ordinarily only investigate complaints that are raised either within one year of the act/omission about which you are complaining or within one year of the date on which you should reasonably have known there was cause for complaint. In either case, the date of the act/omission or the date on which you should reasonably have known there was cause for complaint must have been after 5 October 2010. The Legal Ombudsman has discretion to extend any time limit where it is fair and reasonable in all the circumstances.
14. A copy of the Legal Ombudsman's Scheme Rules can be found by clicking [here](#).
15. The Office for Legal Complaints is empowered to publish information on Ombudsman decisions on the Legal Ombudsman's website by the Legal Services Act 2007. The information published is a simple and transparent record of decisions made by the Legal Ombudsman in the previous 12 months and can be found by clicking [here](#).
16. You can contact the Legal Ombudsman as follows:
Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Telephone number: 0300 555 0333
Email: enquiries@legalombudsman.org.uk

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