

STANDARD COMPLAINTS PROCEDURE

Dear Sir or Madam,

Our aim is to provide an outstanding service at all times. However, if you have any complaint you are invited to let us know as soon as possible.

You should direct any complaint to Sarah Giddens, who is our Compliance Officer for Legal Practice and Financial Administration. You can contact her in a number of ways:

- In writing at Richmond Chambers LLP, Seven Henrietta Street, Covent Garden, London, WC2E 8PS;
- By email to Sarah Giddens at sarah.giddens@richmondchambers.com; or
- By telephoning Chambers on 0203 617 9173.

If your complaint is about Sarah Giddens, then please direct your complaint to our Head of Chambers, Paul Richmond.

Informal Complaints

We understand that from time to time, issues crop up. Not all concerns result in formal complaints. It may be that you would like to discuss something informally with Sarah Giddens. As a managing partner of the firm, she can intervene and matters can be resolved to your satisfaction, allowing your case to proceed without the need for a formal complaint.

You may contact Sarah Giddens at any time to discuss any aspect of our service with which you are dissatisfied and she will endeavour to resolve the issue for you.

Formal Complaints

Richmond Chambers LLP | Seven Henrietta Street | Covent Garden | London | WC2E 8PS
T: 0203 617 9173 • F: 0203 004 1611 • E: info@richmondchambers.com • W: www.richmondchambers.com

Formal complaints must be made in writing. If you wish to discuss a formal complaint with Sarah Giddens on the telephone, you are welcome to telephone Chambers and ask to speak to her in confidence. However, she will require you to send any formal complaint to her in writing. This is so that she can deal with it effectively and properly and fairly to all concerned.

It is important that we understand the nature of your complaint correctly, so please tell us:

- Your name and address;
- Your contact details and preferred method for us to communicate with you;
- Which member or members of Richmond Chambers LLP you are complaining about;
- The details of your complaint;
- The impact of the complaint upon you; and
- What you would like done about it by us.

We take all complaints seriously. Once a formal complaint is received, Sarah Giddens will:

- Acknowledge your complaint within 2 working days and inform you of a timetable for how she proposes to deal with your specific complaint;
- Review your initial complaint and request any further information, detail or documents that she needs from you within 7 days of receiving your complaint. She will invite you to respond within a further 7 days;
- Once your complaint and any further information has been received, she will investigate your complaint thoroughly;
- Notify our professional indemnity insurers;
- Reply to your complaint within 14 days setting out the nature and scope of the investigation, her conclusions and the basis for those conclusions and, if she finds that you are justified in your complaint, her proposals for resolving the complaint;

Occasionally, it may be necessary to take longer to reply to you. This may be due to annual leave, other professional commitments or because your complaint is particularly legally or factually complicated. If this is the case, Sarah Giddens will inform you within the 14 day period that extra time is needed, and will tell you by when she will respond to you again.

Richmond Chambers LLP | Seven Henrietta Street | Covent Garden | London | WC2E 8PS
T: 0203 617 9173 • F: 0203 004 1611 • E: info@richmondchambers.com • W: www.richmondchambers.com

Richmond Chambers LLP is a limited liability partnership registered in England and Wales (number OC380935). Registered Office: Seven Henrietta Street, Covent Garden, London, WC2E 8PS where a list of members may be inspected. Authorised and regulated by the Solicitors Regulation Authority. Barrister members also regulated by the Bar Standards Board. VAT number 164 6348 92. © Richmond Chambers LLP 2020.

Investigation

The investigation conducted by Sarah Giddens will be thorough. We allow a maximum time period of 8 weeks to respond to any complaint, however in most cases this will be far shorter. Sarah Giddens will keep you informed of timescales throughout.

She will look carefully at your complaint and any material that you have provided in support of the complaint. She will examine your case file and all material held by Richmond Chambers LLP including documents, email correspondence with you and about your case, she will interview any person connected with the legal service provided to you and the person who is the subject of the complaint. They will be given an opportunity to consider the complaint and provide any information or explanation that they have.

Once the fact-finding stage is complete, Sarah Giddens will consider all of the material generated by her investigation, review the material and draw her own independent conclusions in relation to your complaint.

All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary for the proper investigation of your complaint. Necessary disclosure may include to the Head of Chambers, members of our Management Committee and to anyone involved in working on your case or assisting with resolving the complaint and the investigation. Such people will include the barrister, pupil or staff member who you have complained about.

The Solicitors Regulation Authority and the Bar Standards Board (the regulatory arms of the Law Society and the Bar Council, the professional bodies for Law Firms and for barristers) are entitled to inspect the documents and seek information about the complaint when discharging their auditing and monitoring functions.

We are also required to provide details of all complaints, and any associated material, to the providers of our professional indemnity insurance.

Record Keeping

As part of our commitment to client care we make a written record of any complaint (both informal and formal) and retain all documents and

Richmond Chambers LLP | Seven Henrietta Street | Covent Garden | London | WC2E 8PS
T: 0203 617 9173 • F: 0203 004 1611 • E: info@richmondchambers.com • W: www.richmondchambers.com

Richmond Chambers LLP is a limited liability partnership registered in England and Wales (number OC380935). Registered Office: Seven Henrietta Street, Covent Garden, London, WC2E 8PS where a list of members may be inspected. Authorised and regulated by the Solicitors Regulation Authority. Barrister members also regulated by the Bar Standards Board. VAT number 164 6348 92. © Richmond Chambers LLP 2020.

correspondence generated in connection with the complaint for a period of six years.

We may refer to the detail of any complaint in the context of internal reviews, training our team and maintaining and improving standards. Where we do so, the information provided will be anonymised and will not mention you or the person complained of by name and we will not deliberately reveal the identity of any individual concerned.

Taking your complaint further

We hope that you will be satisfied with our complaints handling procedure.

However, if you remain dissatisfied after our final response to you, or we fail to respond to you within 8 weeks of receiving your complaint, you may complain further to the Legal Ombudsman or to the Solicitors Regulation Authority.

The contact details are as follows:

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Tel: 0300 555 0333

www.legalombudsman.org.uk

enquiries@legalombudsman.org.uk

Solicitors Regulation Authority Contact Centre

The Cube

199 Wharfside Street

Birmingham

B1 1RN

Tel: 0370 606 2555

<https://www.sra.org.uk/consumers/problems-and-complaints/>

contactcentre@sra.org.uk

Richmond Chambers LLP | Seven Henrietta Street | Covent Garden | London | WC2E 8PS
T: 0203 617 9173 • F: 0203 004 1611 • E: info@richmondchambers.com • W: www.richmondchambers.com

Richmond Chambers LLP is a limited liability partnership registered in England and Wales (number OC380935). Registered Office: Seven Henrietta Street, Covent Garden, London, WC2E 8PS where a list of members may be inspected. Authorised and regulated by the Solicitors Regulation Authority. Barrister members also regulated by the Bar Standards Board. VAT number 164 6348 92. © Richmond Chambers LLP 2020.

The Legal Ombudsman is the independent complaints body for service complaints by individual members of the public about their lawyer. They will generally consider complaints about our conduct, our service to you and our fees.

The Solicitors Regulation Authority is our regulatory body. They will generally consider complaints that allege dishonesty, discrimination or a breach of the [SRA Principle's](#).

In most cases, neither the legal ombudsman nor the solicitors regulation authority will deal with your complaint unless you have first complained to us and given us an opportunity to deal with your complaint.

The Legal Ombudsman will ordinarily only deal with complaints that are referred no later than six years from the act or omission complained of or three years from when the complainant should reasonably have known there was cause for complaint. The Ombudsman has a twelve-month time limit in which a complaint must be raised from the date of the act or omission complained of or from when the complainant should reasonably have known there was a cause for complaint without taking advice from a third party. The Ombudsman can extend the time limit in exceptional circumstances. Chambers must therefore have regard to that timeframe when deciding whether we are able to investigate your complaint. Chambers will not therefore usually deal with complaints that fall outside the twelve month time limit.

The Ombudsman will only deal with complaints from consumers. This means that only complaints from the barrister's client are within their jurisdiction.

Non-clients who are not satisfied with the outcome of Chambers' investigation should contact the Solicitors Regulation Authority for further advice.

Yours faithfully,



Sarah Giddens
For and on behalf of Richmond Chambers LLP

Richmond Chambers LLP | Seven Henrietta Street | Covent Garden | London | WC2E 8PS
T: 0203 617 9173 • F: 0203 004 1611 • E: info@richmondchambers.com • W: www.richmondchambers.com

Richmond Chambers LLP is a limited liability partnership registered in England and Wales (number OC380935). Registered Office: Seven Henrietta Street, Covent Garden, London, WC2E 8PS where a list of members may be inspected. Authorised and regulated by the Solicitors Regulation Authority. Barrister members also regulated by the Bar Standards Board. VAT number 164 6348 92. © Richmond Chambers LLP 2020.