



immigration barristers

COMPLAINTS HANDLING PROCEDURE

We are committed to providing a high quality service to our clients. If at any point you are unhappy with any aspect of our service to you, please let us know as soon as possible. If something goes wrong, we want you to tell us about it and making a complaint will not affect how we handle your matter.

You may raise a complaint in a number of ways. You may wish to discuss the matter with the barrister who has conduct of your matter in the first instance.

You may also be assisted by raising your concerns with our Client Relationship Manager, Summer Robson.

You can reach Summer by email at summer.robson@richmondchambers.com or by telephoning Chambers on 0203 617 9173.

If you are still dissatisfied with any aspect of the service that you have received, or would like us to review our advice, please contact the Compliance Officer of Richmond Chambers LLP, Sarah Giddens. Sarah is a Senior Partner and member of the Management Committee.

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.

Please give us as much information as possible about your complaint, so that we can investigate and respond to you properly. If we need further information from you, we will ask you.

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 Senior Partner of the firm, Sarah can intervene and matters may 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 we will endeavour to resolve the issue for you. We will endeavour to make contact with you to discuss the issue within one working day.

Formal Complaints

A formal complaint must be made in writing. This is so that we can deal with it effectively, properly and fairly, for 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, we will:

- Acknowledge your complaint within 3 working days and inform you of a timetable for how we propose to deal with your specific complaint;
- Provide details of the partner nominated to investigate and respond to your complaint within 3 working days;
- Review your initial complaint and request any further information, detail or documents that we need from you within 7 days of receiving your complaint. We will invite you to respond within a further 7 days;
- Once your complaint and any further information has been received, we will investigate your complaint thoroughly;
- Notify our professional indemnity insurers;
- Reply to your complaint within 20 working days setting out the nature and scope of the investigation, our conclusions and the basis for those conclusions and, if we find that you are justified in your complaint, provide proposals for resolving the complaint;
- If we need more time to conclude our investigation, we will write to you and tell you of the likely timescale;
- If appropriate, we may suggest a meeting with you to discuss the complaint, and, if possible, try to resolve it.

Investigation

The investigation of your complaint will be thorough. We will look carefully at your complaint and any material that you have provided in support of the complaint. We will examine your case file and all material held by Richmond Chambers LLP including documents, email correspondence with you and about your case, we 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, the partner nominated to investigate your complaint will consider all of the material generated by the investigation, review the material and draw their 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 those 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.

Detailed records will be kept.

Taking your complaint further

We hope that you will be satisfied with our complaints handling procedure and that we will be able to resolve your issue.

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 choose to pursue your complaint further.

REVIEW : You may ask us to review our response. We will do so, and may suggest an external individual or body (for example the Law Society) review our response.

LEGAL OMBUDSMAN : The Legal Ombudsman is the independent complaints body for 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.

A complaint to the Legal Ombudsman must be made:

- Within six months of receiving our final response to your complaint; *and*
- No more than one year from the date of the act or omission being complained about; *or*
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

These time limits may be extended, at the discretion of the Legal Ombudsman, where they determine it fair and reasonable to do so. If you are outside of the normal time limits to make a complaint, you should contact the Legal Ombudsman for further advice.

More information is available at www.legalombudsman.org.uk

SOLICITORS REGULATION AUTHORITY: The Solicitors Regulation Authority is our regulatory body, and will investigate complaints concerning the behaviour of solicitors. Further information about how the Solicitors Regulation Authority can help may be found on their [website](#).

BAR STANDARDS BOARD: Our barristers are also regulated by the Bar Standards Board. You may report a concern about a barrister using the procedure on their website [here](#). The contact details are as follows :

In most cases, the legal ombudsman, the solicitors regulation authority and the bar standards board will only deal with your complaint if you have first complained to us and given us an opportunity to deal with your complaint.

The Legal Ombudsman will only deal with complaints from consumers. This means that only complaints from our clients 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.

Legal Ombudsman	Solicitors Regulation Authority	Bar Standards Board
PO Box 6167 Slough SL1 0EH	The Cube 199 Wharfside Street Birmingham B1 1RN	289-293 High Holborn London WC1V 7HZ
0300 555 0333	0370 606 2555	020 7611 1444
enquiries@ legalombudsman.org.uk	contactcentre@ sra.org.uk	contactus@ barstandardsboard.org.uk
www.legalombudsman.org.uk www.sra.org.uk www.barstandardsboard.org.uk		