



### **KENWORTHY'S CHAMBERS COMPLAINTS PROCEDURE**

<b>Policy Title</b>	Complaints Procedure
<b>Author Name/Title</b>	Practice Manager
<b>Version</b>	V2.0
<b>Status</b>	Active
<b>Classification</b>	Internal
<b>Issue Date</b>	24/05/2021
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<b>Date Reviewed by Management Committee</b>	24/05/2022

1. Our aim is to give you an excellent and professional service at all times. However, if you have a complaint or suggestion on how to improve our service, you are invited to let us know.
2. It is not necessary to involve Solicitors in order to make your complaint, but you are free to do so should you wish. There is no restriction or limitation on who can make a complaint to Chambers.
3. Please note that Chambers will only consider complaints that are raised within six months of the act or omission about which you are complaining. All complaints will be treated with a fair, constructive and positive attitude and in accordance with the Bar Council Code of Conduct and the Office for the Legal Services Ombudsman

#### **Complaints made by Telephone**

4. If you would like to speak to someone about your complaint, then please telephone the Practice Manager, Maria Rushworth. If the complaint concerns the



Practice Manager, then the matter should be addressed to the Head of Chambers, Mr Barry Grennan.

5. The person you contact will make a note of the details of your complaint and how you would like the matter resolved. They will discuss your concerns with you and aim to resolve the matter on an informal basis. If you are satisfied with the outcome this will be recorded. You may also wish to make a note of the outcome of the telephone discussion for your own records and send a copy into chambers.
6. If your complaint is not resolved on the telephone, or you do not feel the issue has been resolved or dealt with to your satisfaction, you are invited to write to us about it within the next 14 days, in order that it can be investigated formally.

#### **Complaints made in Writing**

7. Please address your letter to The Practice Manager, Mrs Maria Rushworth or Head of Chambers, Mr Barry Grennan  
Kenworthy's Chambers  
Arlington House  
Bloom Street  
Salford  
M3 6AJ.

Please give the following details:

- Your name and address
- Which Member(s) of Chambers or staff you are complaining about
- The details of the complaint and
- How you would like it to be resolved.

The written complaint will be recorded. We will, where possible, acknowledge

Kenworthy's Chambers, Arlington House, Bloom Street, Salford, Manchester, M3 6AJ.

telephone: 0161 832 4036

website: [www.kenworthysbarristers.co.uk](http://www.kenworthysbarristers.co.uk)

fax: 0161 832 0370

email: [maria@kenworthys.co.uk](mailto:maria@kenworthys.co.uk)



receipt of your complaint within two working days and provide you with details of how your complaint will be dealt with.

8. Our Chambers has a Panel, headed by Mr Barry Grennan and made up of experienced Members of Chambers and a senior member of staff, which will consider any written complaint. Within 14 days of your letter being received the Head of the Panel, or his deputy in his absence, will appoint a member of the Panel to investigate your complaint. If your complaint is against the Head of the Panel, the next most senior member of the Panel will be appointed to investigate it. 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 they have been appointed and that they will reply to your complaint within 14 days. If they find later that they are not going to be able to reply within 14 days, they will set a new date for their reply and inform you.

#### 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 the Head of Chambers, Members of our Management Committee and to anyone involved in the complaint and its investigation. This will include the Barrister or staff member 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

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complaint and retain all documents and correspondence generated by the complaint for a period of six years. Regular reports are made to the Management Committee with a view to improving services.

12. We hope that you will use our procedure and will be satisfied with the manner in which we have dealt with your complaint. However, if you are unhappy with the outcome of our investigations or the way in which your complaint was dealt with, you may refer the matter to the Office of the Legal Services Ombudsman.

Please note that the Ombudsman has a twelve -month time limit from the date of the act or omission about which you are complaining within which to make your complaint or three months from the date of our decision. You can write to them at:

Legal Ombudsman

P.O. Box 6806

Wolverhampton

WV1 9WJ

Tel: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

### Remedies

13. If your complaint is upheld, this may result in one or more of the following remedies;
- a full acknowledgement and explanation of any poor service
  - an apology
  - appropriate action to rectify the situation
  - appropriate action to improve our services.