KENWORTHYS CHAMBERS COMPLAINTS PROCEDURE

Policy Title	Complaints Procedure
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1. We aim to always give an excellent and professional service. However, if you have a complaint or suggestion on how to improve our service, you are invited to let us know.

2. Clients don't need to involve solicitors to make a 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. If a complaint is received from a non-client, Kenworthys Chambers will conduct an initial assessment upon receipt. Because our ability to investigate non-client matters is inherently limited, it may not always be possible to undertake a formal internal review. If we determine that the issue cannot be satisfactorily resolved through our internal procedure, you will be directed to the Bar Standards Board (BSB), whose disciplinary processes are better suited to address such matters.

4. Please note that Chambers will only consider your complaint if it concerns an issue that took place within the last 12 months or, if the issue took place more than 12 months ago, within 12

months from the date you could reasonably have known about the issue. 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.

Making a Complaint, Informally and Formally

5. If you would like to speak to someone about your complaint informally, then please telephone the Practice Manager, Maria Rushworth, on 0161 832 4036, who is the person nominated by Kenworthys to handle complaints. You can also email maria@kenworthys.co.uk.

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

7. The person you contact will make a note of the details of your complaint and how you would like the matter resolved.

8. They will discuss your concerns with you and aim to resolve the matter on an informal basis. Your complaint will be logged. 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.

9. 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, so that it can be formally investigated.

Complaints Made in Writing.

10. Kenworthys has a complaints panel headed by Maria Rushworth (Practice Manager) and/ or Mr Barry Grennan (Head of Chambers), and made up of experienced members of Kenworthys, which considers any written complaint. Please address your letter to the Practice Manager, Mrs. Maria Rushworth, or Head of Chambers, Mr Barry Grennan.

Kenworthys Chambers
3rd Floor, Victoria Buildings
Albert Square
1-7 Princess Street
Manchester
M2 4DF

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

11. Within 14 days of your letter being received, the Head of the Panel, or the deputy in their 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.

12. 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 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 of: The nature and scope of the investigation; the conclusion of each complaint; and, if they find that you are justified in your complaint, their proposals for resolving the complaint.

Confidentiality

13. 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 may 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 Records and Data Retention Policy

14. 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 six years. Regular anonymised reports are made to the Management Committee with a view to improving services.

Complaints to The Legal Ombudsman and the BSB

15. We hope that you will use our procedure and will be satisfied with the way we have dealt with your complaint. However, if you are unhappy with the outcome of our investigation or the way in which the complaint was dealt with, you may take up your complaint with the Legal Ombudsman.

    The Legal Ombudsman will only deal with complaints from consumers, and therefore only complaints from a Barrister's client are within their jurisdiction. Non- clients who are not satisfied with the outcome of this complaints process should contact The Bar Standards Board instead.

Kenworthy's
Chambers

Please note that the Legal Ombudsman has time limits in which a complaint must be raised with them. In particular, there is a six-month time limit from the conclusion of the investigation by Kenworthys in which to raise your complaint with the Legal Ombudsman. The time limits are below:

- One year from the date of the act/omission
- One year from the date the complainant should reasonably have known there were grounds for complaint.
- Within six months of the complainant receiving a final response from their Lawyer, if the response complies with the requirements in rule 4.4 of the Scheme Rules (which requires the response to include prominently an explanation that the Legal Ombudsman was available if the complainant remained dissatisfied and the provision of full contact details for the Ombudsman and a warning complaint must be referred to them within six months).
- Note: The Ombudsman still retains discretion to extend the 1-year time limit if they decide it is fair and reasonable to do so based on exceptional circumstances.

You can write to them at:

Complaints Team
Legal Ombudsman
P.O. Box 6167
Slough
SL1 0EH

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

If you are not a Barrister's client and unhappy with the outcome of our investigation, then please contact the BSB at:

Bar Standards Board
Contact and Assessment Team
289-293 High Holborn WC1V 7JZ

Tel: 0207 611 1444

Remedies

16. If your complaint is upheld, this may result in one or more of the following remedies:

- full acknowledgement and explanation of any poor service
- an apology
- appropriate action to rectify the situation
- appropriate action to improve our services.