

Foundry Chambers Complaints Policy

1. We strive to provide an excellent service to our lay and professional clients and we are proud of our reputation for doing so. However, if you ever feel that the service provided has fallen short of expectations, you are invited to make use of our formal complaints procedure.
2. If you are a lay client, it is not necessary to involve a solicitor in order to make a complaint but you are free to do so if you wish.

Complaints to Chambers

Complaints made by telephone

3. The procedure for making a complaint in writing is set out below. However, if you would rather speak on the telephone about your complaint regarding a barrister or a member of staff, then please telephone the individual nominated under the Chambers' Complaints Procedure: Angela May, Senior Clerk. If your complaint is about the Senior Clerk, please telephone the Head of Chambers, Mukul Chawla QC. They can both be contacted via the main Chambers' switchboard number: 0207 400 1800.
4. The Senior Clerk will appoint a suitably senior deputy to deal with complaints in her absence.
5. The person you contact will make a note of your complaint and what you would like done about it. They will discuss your concerns with you and aim to resolve them. If your complaint is resolved by the telephone call and you are satisfied with the outcome, this will be recorded in writing. You may also wish to record the outcome of the telephone discussion in writing. If you wish to have a copy of the written note of the conversation, that will be provided to you by email or by post.
6. If your complaint is not resolved on the telephone, you will be invited to write to us about it within 14 days so that a formal investigation can take place.

Complaints in writing

7. If you do not wish to make a complaint by telephone, or if a telephone call does not resolve the issue, we invite you to follow our procedure for complaints in writing.
8. When writing to Chambers, please include the following details:
 - Your name, address, telephone number and email address;

- Which member(s) of Chambers or staff you are complaining about;
 - The detail of the complaint; and
 - What you would like done about it.
9. Please address your letter to the Senior Clerk, Angela May, Foundry Chambers, Quality House, 5-9 Quality Court, Chancery Lane, London, WC2A 2JR. If your complaint is about the Senior Clerk, please address your complaint to the Head of Chambers, Mukul Chawla QC, at the same address.
 10. We will aim to acknowledge your complaint within 3 working days and provide you with details of how your complaint will be dealt with.
 11. Foundry Chambers has a Complaints Panel, headed by Mukul Chawla QC and made up of senior members of Chambers and a senior member of staff. 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 the complaint is against the head of the panel, the next most senior member of the panel will investigate it.
 12. The person appointed to investigate the complaint will always be someone other than the person you are complaining about. However, the person appointed to investigate the complaint will discuss it with the barrister or member of staff who is the subject of the complaint.
 13. Once appointed, the person dealing with your complaint will notify you as soon as possible that he or she has been appointed. They will then investigate the complaint and provide a formal response to it within 14 days of being appointed (i.e. within 28 days of receipt of a written complaint). If that person subsequently finds out that they will not be able to respond within 14 days, they will write to you setting a new date their reply.
 14. The reply of the appointed person will set out:
 - The nature and scope of their investigation;
 - Their conclusion on each complaint, and the basis for the conclusion;
 - If they find that you are justified in your complaint, their proposal for resolving the complaint.

Legal Ombudsman

15. If you are unhappy with the outcome of our complaints procedure, you have the option of taking up your complaint with the Legal Ombudsman.

16. The Legal Ombudsman is the independent complaints body for service complaints about lawyers. The Ombudsman requires any complaints to be made within six years of the act or omission giving rise to a complaint, or within three years of the complainant being made aware of the act or omission. The time limit can be extended in exceptional circumstances.
17. Chambers will not therefore usually deal with complaints that fall outside of the time limits set by the Ombudsman. If your complaint falls outside of the time limit, Chambers will advise you to contact the Legal Ombudsman, whose details are below.
18. The Ombudsman's contact details are set out below.

Complaints by Non-Clients

19. It is not always possible to investigate complaints brought by somebody who is not a client. That is because the ability of Chambers to investigate and resolve such matters is necessarily limited. Complaints by non-clients may be better suited to resolution by the disciplinary panel of the Bar Standards Board. Chambers will make an initial assessment of complaints made by non-clients, and refer it to the Bar Standards Board if we feel that it cannot be satisfactorily resolved by our complaints procedure.

Confidentiality

20. All conversations and documents relating to complaints will be treated as confidential and only be disclosed to the extent that is necessary.
21. Disclosure about complaints will only be made to: the Head of Chambers, the Senior Clerk, members of the Management Committee and anyone involved in the complaint and its investigation. "Anyone involved in the complaint" will include the barrister or member of staff about whom you have complained, any relevant member of the Complaints Panel and the person who investigates the complaint.
22. You should be aware that the Bar Standards Board is entitled to inspect documents and seek information about the complaint when discharging its auditing and monitoring functions.

Record-Keeping

23. We will make a written record of any complaint and the investigation into that complaint. All documents and correspondence generated by the complaint will be retained for a

period of six years. Our management committee will inspect an anonymised record of any complaint with a view to improving our services.

Contact details

24. Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

<http://www.legalombudsman.org.uk/>

Telephone: 0300 555 0333

Overseas telephone: +44 121 245 3050.

Email: enquiries@legalombudsman.org.uk

25. Bar Standards Board

Professional Conduct Department

289-293 High Holborn

London

WC1V 7JZ

<https://www.barstandardsboard.org.uk/>

Telephone: 0207 611 1444

Email: contactus@barstandardsboard.org.uk