

# 11KBW

## **11KBW Complaints Procedure**

We aim to provide a good service at all times. If you are unhappy with our service, please tell us as soon as possible. You do not need a solicitor to make a complaint.

You can complain by phone or in writing.

### **Complaining by phone**

Please call **Mark Dann, Senior Clerk**. He will listen to your complaint, make a note of it, and try to resolve it with you.

If your complaint is about Mark Dann, please write to the Heads of Chambers, **James Goudie KC** or **Daniel Stilitz KC**.

If the complaint cannot be resolved by phone, we will ask you to put it in writing.

### **Complaining in writing**

Please include:

- Your name and address
- Who your complaint is about
- What happened
- What you would like us to do

Send your complaint to:

**Mark Dann, Senior Clerk**

11 King's Bench Walk

London EC4Y 7EQ

# 11KBW

Email: [complaints@11kbw.com](mailto:complaints@11kbw.com)

We will try to acknowledge your complaint within **2 days**.

## What happens next

A complaints panel will appoint someone to investigate your complaint. This person will not be the person you are complaining about.

They will usually reply within **14 days**. Their reply will explain:

- What they investigated
- Their decision on each part of your complaint
- What they propose to do, if your complaint is upheld

If they need more time, they will tell you.

## If you are still unhappy

If your complaint has not been resolved within **8 weeks**, or you are unhappy with the outcome, you may be able to complain to the **Legal Ombudsman**.

You usually need to complain to the Legal Ombudsman within:

- **1 year** of the problem happening, or when you should reasonably have known about it; and
- **6 months** of receiving our final response.

Legal Ombudsman contact details:

## Legal Ombudsman

PO Box 6167

Slough SL1 0EH

# 11KBW

Telephone: **0300 555 0333**

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

## **Non-clients**

If you are not the barrister's client, the Legal Ombudsman may not be able to help. You may need to contact the **Bar Standards Board** instead.

## **Bar Standards Board**

289–293 High Holborn

London WC1V 7JZ

Telephone: **0207 611 1444**

Website: [www.barstandardsboard.org.uk](http://www.barstandardsboard.org.uk)

## **Confidentiality and records**

We will treat complaints confidentially and only share information where needed to investigate the complaint.

We keep records of complaints for **6 years** and review anonymised complaints to improve our service.