

**PARK COURT CHAMBERS**

**COMPLAINTS POLICY AND PROCEDURE**

1. This policy covers complaints received from any professional or lay clients or members of the judiciary about the conduct or competence of any member of Chambers, pupil or member of staff.
2. Complaints must be made in writing. Anyone notifying Chambers of a complaint by telephone will be invited to put the details in writing.

**Members of Chambers and Pupils**

3. Any letter of complaint received in Chambers will immediately be passed to the Senior Clerk or, in her absence, the Chambers Administrator. The complaint will be acknowledged in writing and a copy passed to the person complained of. A copy will be passed to the Head of Chambers. If the complaint concerns a pupil, a copy will be passed to the pupil supervisor.
4. The most serious complaints will be investigated by the Head of Chambers. Other complaints may be dealt with by the Senior Clerk.
5. If the complaint concerns the Head of Chambers, it will be dealt with by the Deputy Head.
6. The Head of Chambers or Senior Clerk will conduct an investigation into the complaint by interviewing the person complained of. If this is a pupil, he will be entitled to have his pupil supervisor present at such an interview. The investigator will also consult any other members of Chambers who may be able to supply information and seek further information from the complainant if necessary. The Head of Chambers will decide at this point whether to invoke Chambers' Disciplinary Procedure.
7. This investigation will normally be completed within 7 days and the Head of Chambers or Senior Clerk will respond in writing to the complainant informing them of his decision and what action, if any, is to be taken. The complainant will be advised that, if he is dissatisfied with the decision, he may refer the matter to the Bar Council Complaints Procedure. If the matter is to be considered under the Disciplinary Procedure, the complainant will be informed approximately how long this will take.
8. At the end of the Disciplinary Procedure, the Head of Chambers will inform the

complainant in writing of the decision and what action, if any, is to be taken. The complainant will be advised that, if he is dissatisfied with the decision, he may refer the matter to the Bar Council Complaints Procedure.

## **Staff**

9. If the complaint concerns a member of staff, it will be dealt with initially by the Senior Clerk. If the complaint concerns the Senior Clerk, it will be passed to the Head of Chambers. The complaint will be acknowledged in writing and a copy passed to the person concerned.
10. The Senior Clerk will conduct an investigation into the complaint by interviewing the person complained of and any other members of staff or members of Chambers who may be able to supply information and will seek further information from the complainant if necessary. The Senior Clerk will decide at this point whether to invoke Chambers' Disciplinary Procedure relating to staff.
11. This investigation will normally be completed within 7 days and the Senior Clerk will respond in writing to the complainant informing them of his decision and what action, if any, is to be taken. If the matter is to be considered under the Disciplinary Procedure, the complainant will be informed approximately how long this will take.
12. At the end of the Disciplinary Procedure, the Senior Clerk will inform the complainant in writing of the decision and what action, if any, is to be taken.