

If you are not satisfied with our work or the way we are doing it, please let us know. We welcome the opportunity to improve our service and, if we can, to put things right for you.

All complaints are handled by our Head of Chambers, James Jarvis. You should write to him at chambers, setting out your name, who you are complaining about, full details of what you think they did wrong and when, and what you would like us to do about it. You should also provide a telephone number on which James Jarvis can contact you between 9.00am and 5.00pm on weekdays.

Following receipt of your complaint, James Jarvis will telephone you as soon as reasonably practicable and will offer to meet you in chambers to discuss your complaint. You do not have to accept his offer. You may prefer to discuss the matter over the telephone or just to rely on what you have put in writing.

If James Jarvis considers that further investigation is required, he will either conduct that investigation himself or delegate but supervise the task.

During the initial telephone conversation, James Jarvis will agree with you a date by which he will respond to your complaint. It is essential that both parties are reasonable about this. We recognise that you will want your complaint resolving as quickly as possible. That is what we want as well, but you must appreciate:

- some complaints require further investigation before a decision can be reached;
- some complaints require the involvement of third parties, such as professional indemnity insurers; and
- some complaints may actually be more complicated than they appear, particularly if they require you to supply information or documents that you do not have to hand.

It may be that something unforeseen prevents James Jarvis from complying with the agreed date. In that case, he will telephone you to explain the reasons for the delay and to agree an alternative date with you.

James Jarvis will set out his response to your complaint in writing.

If you are dissatisfied with James Jarvis' response, you may be entitled to take your complaint to the Legal Ombudsman. To find out more, go to <http://www.legalombudsman.org.uk/>.

The Legal Ombudsman's full contact details may be accessed at <http://www.legalombudsman.org.uk/contact-us/>.

You must refer any complaint to the Legal Ombudsman no later than:

- six years from the act/omission; or
 - three years from when you should reasonably have known there was cause for complaint.
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