



# **COMPLAINTS PROCEDURE**

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## Introduction

1. 25 Canada Square Chambers, which is a trading style of LPC Law Ltd ('LPC Law'), aims to provide outstanding customer satisfaction. We take every complaint seriously and strive to deal with each issue thoroughly and efficiently.
2. If you have any concern with our level of service, the level of our fees or with the way in which we have dealt with any matter, it is important that you let us know so that we can review and improve our standards.
3. We use the term 'Counsel' to refer to the barristers and solicitor-advocates who practise in association with 25 Canada Square Chambers. Counsel are independent professionals who join together to provide services to their clients. Any complaint to Counsel will be handled on his or her behalf pursuant to this Procedure. However, 25 Canada Square Chambers are not his or her employer or principal.
4. Any complaint which involves an allegation of professional negligence will be reported to Counsel's insurers even though the complaint is being investigated under this Procedure. This is a requirement of the insurance.
5. You can make a complaint through verbal or written means. In the first instance the complaint should be directed to Holly Corder, Practice Manager. To contact her, please call 020 7889 2525 or email [holly.corder@25cschambers.co.uk](mailto:holly.corder@25cschambers.co.uk). Alternatively, a written complaint can be sent to Holly Corder, 25 Canada Square Chambers, 36 Creek Road, Greenwich, London, SE8 3FN. Please provide clear details of your complaint including your desired remedy.
6. If we have not resolved your complaint within eight weeks, you may be entitled to complain to the Legal Ombudsman (please see paragraphs 14-16 below).
7. Please be aware that you will not be charged for the time spent dealing with your complaint.

## What steps will 25 Canada Square Chambers take?

8. In all cases your complaint will be dealt with by Holly Corder or another senior member of Chambers in the first instance.
9. You will be contacted within two working days of receipt of your complaint either responding fully or requesting further information. If it has not been possible to resolve the situation within this time, Holly Corder will send you a detailed written response to your complaint, including any suggestions for resolving the matter, within 14 days of acknowledging your complaint.
10. During the investigation, Holly Corder will speak to relevant Counsel, court staff and LPC Law employees as appropriate. All complaints are logged and notes of conversations are recorded.
11. If, for any reason, we are unable to respond fully within 14 days, we will tell you why and when we anticipate replying in full.

12. If you are not satisfied with our response, you will be offered the opportunity of an internal review. This will usually be undertaken by a Partner or the solicitor in charge of complaints, Pamela Gumuskaya.
13. The person dealing with the review will consider all of the concerns raised. We will write to you within 14 days of receiving your request for a review, confirming our final position in relation to your complaint and giving a full explanation of our reasons.

### **The Legal Ombudsman**

14. If you are unhappy with the outcome at the end of 25 Canada Square Chambers' own complaints procedure, you can request the involvement of the Legal Ombudsman:

|            |                                                                                      |
|------------|--------------------------------------------------------------------------------------|
| Address:   | PO Box 6167<br>Slough<br>SL1 0EH                                                     |
| Telephone: | 0300 555 0333                                                                        |
| Email:     | <a href="mailto:enquiries@legalombudsman.org.uk">enquiries@legalombudsman.org.uk</a> |

15. Please note that the service provided by the Legal Ombudsman is only available to certain types of clients (e.g. members of the public, very small businesses, charities, clubs, trusts and personal representatives or beneficiaries of an estate). Further details of those eligible for the service can be found on the Legal Ombudsman's website ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)).
16. Complaints must be made to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within one year of the act or omission about which you are complaining or from when you should have realised that there was cause for complaint. If your complaint does not meet these time limits the Legal Ombudsman may not be able to investigate it.