WESTGATE
CHAMBERS

Westgate Chambers' Internal Complaints Procedure

As part of our commitment to give you an excellent service at all times, and in compliance with the Bar Standards Board and the Legal Services Commission, we possess our own internal complaints procedure.

Complaints made by Telephone:

You may wish to make a complaint in writing, and, if so, please follow the procedure in paragraph 4 below. However, if you would rather speak on the telephone about a complaint regarding either a Tenant or member of staff, then please contact Sean Gould or either of the Heads of Chambers. The person you contact will make a detailed note of your complaint, and will discuss your concerns with you and aim to resolve them. If the matter is resolved via the telephone, the outcome will be recorded and retained in our central complaints register.

If your complaint is not resolved on the telephone you will be invited to write to us about it within the subsequent 14 days so that it can be investigated internally.

Complaints made in Writing:

When forwarding a complaint in writing, please can you provide the following details:

a) Your name and address.

b) The identity of the tenants(s)/employee(s) you have a complaint about.

c) Details of the complaint and what you would like to be done to resolve the complaint. Please can you address your letter "Private & Confidential, (to whomever is applicable as above), Westgate Chambers, 9 Pavilion Parade, Brighton, East Sussex, BN2 1RA".

Sean Gould maintains overall responsibility for our complaint's procedure, however all complaints are reported to the Heads of Chambers on an individual basis. Your letter will be acknowledged in writing within 48 hours, along with a copy of this document and will outline the procedure for your complaint being dealt with. If the matter is serious, a timescale for resolution will be set, e.g. 21 or 28 days.

Once the complaint has been investigated, you will be contacted confirming (i) the nature and scope of the internal investigation, (ii) the conclusion and (iii) the basis for the conclusion. If your complaint is justified, our proposals will be set for resolution of the complaint. You will also be informed of your right to complain to the Legal Ombudsman, the timeframe for doing so and be provided with the full details of how to contact them.

Community Legal Service
Criminal Defence Service
9 PAVILION PARADE, BRIGHTON, EAST SUSSEX, BN2 1RA
TELEPHONE: (01273) 480510 DX: 2732 BRIGHTON
E-Mail: family@westgate-chambers.co.uk I crime@westgate-chambers.co.uk
www.westgate-chambers.co.uk

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Confidentiality:

All conversations and documentation relating to your complaint will be treated as confidential, and will be disclosed only to the extent that is necessary. Disclosure will be to Sean Gould, the Heads of Chambers and anyone who may be involved in the complaint and its investigation.

Our Policy:

All complaints are regularly monitored by Sean Gould at least every 12 months to identify if there are any specific trends or complaints that are being made consistently about one particular issue or a particular tenant, pupil or employee. In conjunction with the Heads of Chambers, Sean Gould will meet and decide any decisions that may have to be made, or systems that may require to be implemented, to reduce the possibility of a similar complaint arising again. All complaints are retained for a period of 6 years.

Complaints to the Legal Ombudsman:

We hope that you will use our procedure as detailed in this document. However, if you would rather not do so, or you are unhappy with the outcome, you do have the choice of taking up your complaint with the Legal Ombudsman within 6 months of your last contact with us, please note their contact details below:
By Telephone: 0300 555 0333
By email: enquiries@legalombudsman.org.uk

Via the website: www.legalombudsman.org.uk By Post: PO Box 8606, Wolverhampton, WV1 9WJ
The Legal ombudsman may pass your complaint to the Bar Standards Board to be dealt with, this will happen if your complaint involves examples of professional misconduct. You do not have to do anything, the Legal Ombudsman will let you know that it has referred any issue to the Bar Standards Board and they will also contact you to confirm this.

The legal Ombudsman decision data can be found here

Westgate Chambers Reviewed and updated April 2021

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