

No 18 Chambers Complaints Procedure

Complaint Form

TO BE COMPLETED BY THE CLIENT

Please use this form if you want to make a complaint about a Member of No 18 Chambers Barristers' Chambers ("Chambers").

Before you complete this form, please read our Chambers' Complaints Procedure ("If You Wish to Make a Complaint") which you can find on the Contacts page of our website. Our website is at www.no18chambers.com

Please note:

- i. There is a **time limit** for making complaints, please see page 1 of the guidance for full details; and
- ii. There are some types of complaint, which we cannot investigate. These are explained in the Complaints Procedure.

Please sign your name at the end of this form. By doing so you will be confirming that you have read and agreed to our Complaints Procedure.

1. Details of the Person making the Complaint:

Title:

Full name:

Address:

E-mail address:

No 18 Chambers
21 Carlton Crescent
Southampton SO15 2ET
Tel: 02380 736 812

clerks@no18chambers.com
no18chambers.com

Regulated by the Bar Standards Board

2. If you are making this complaint on behalf of someone else:

Please complete this section, giving your details. **Please also attach a letter of authority signed by the person on whose behalf you are complaining.**

Title:

Full name:

Address:

E-Mail address:

3. Name of the barrister you wish to complain about:

Full name:

4. Name of the case:

Please give the name of the case in which the barrister you are complaining about acted:

If the case was the subject of Court proceedings, please give the following:

The name of the case as shown on the Court papers:

The name of the Court:

The Claim number or other identifying Court number:

5. Who was the barrister you are complaining about acting for:

Please delete as appropriate:

You;

Another person involved in the case; or

A person not involved in the case.

6. Is the case continuing?

Please delete as appropriate:

Yes/No

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7. Is the barrister you are complaining about still instructed to act in the case?

Please delete as appropriate:

Yes/No

8. If the barrister you are complaining about is no longer acting in the case, when did she/he cease to act:

9. Date of matter the subject of the complaint:

On what date did the matter you are complaining about take place? If you are complaining about a series of matters, please give details of each matter you are complaining about:

10. Facts and matters giving rise to your complaint:

Please state briefly the facts and matters which give rise to your complaint. Please continue on a separate sheet if necessary:

11. Your complaint:

Based upon the facts and matters set out above, what is your complaint? Please continue on a separate sheet if necessary.

12. Resolving **your** complaint: What would put things right for you?

How would you like your complaint to be resolved?

Please place a tick by any of the following which apply:

Explanation []

Apology []

Reduction or refund of fees []

If you have ticked "Reduction or refund of fees", please explain the basis upon which you are seeking a reduction or refund:

Or something else? Please explain what other remedy you seek.

DECLARATION

I have read the Complaints Procedure before completing this form.

I have completed all sections of this form.

I agree that this form and any documents which I have provided or shall in future provide for the purpose of or in the course of the investigation of my complaint, may be shown to:

- 1) The barrister I am complaining about.
- 2) Any other person who needs to see them.

Provided that if they are shown to these people in this way, they will only be shown to them in accordance with the Complaints Procedure.

The information given in this form is true.

Signed _____

Date _____