

# 2 Hare Court – Complaints Procedure

**Date of Last Review: 7<sup>th</sup> March 2025**

**Reviewed By: Management Committee**

**Date of Next Review: This policy will be reviewed as required or at least every five years.**

## Contents

Procedure .....	1
Complaints made by Telephone .....	1
Complaints made in Writing .....	2
Alternative Dispute Resolution .....	3
Complaints to the Legal Ombudsman .....	3
Confidentiality .....	3
Our Policy .....	4

## Procedure

1. Our aim at 2 Hare Court is to give you an excellent service at all times. However, if you have a complaint you are invited to let us know as soon as possible. We will investigate promptly, we will not charge for the investigation of any complaint and will provide you with a final response within eight weeks.
2. It is not necessary to involve solicitors in order to make your complaint but you are free to do so should you wish.
3. Please note that 2 Hare Court will usually only consider complaints that are raised within 12 months from the date of the alleged act or omission.
4. It should be noted that it may not always be possible to investigate a complaint brought by a non-client. This is because the ability of Chambers to investigate satisfactorily and resolve such matters is limited and complaints of this nature are often better suited to the disciplinary processes maintained by the Bar Standards Board. Therefore, chambers will make an initial assessment of the complaint and if we feel that the issues raised cannot be satisfactorily resolved through our complaints process, we will refer you to the Bar Standards Board.

## Complaints made by Telephone

5. You may wish to make a complaint in writing and, if so, please follow the procedure in paragraph 10 below. However, if you would rather speak on the telephone about your complaint then please contact our Director of Clerking, Julian Campbell. Mr Campbell will make a note of the details of your complaint and what you would like to have done about it. He will discuss your concerns with you and aim to resolve them. If the matter is resolved he will record the outcome, check that you are satisfied with the outcome and record that. You may also wish to record the outcome of the telephone discussion in writing. You will be sent a copy of the written record made of your telephone discussion and a copy will also be sent to your solicitor (if you have

involved them in your complaint).

6. If your complaint is not resolved on the telephone you will be invited to write to us about it so that it can be investigated formally.

## Complaints made in Writing

7. Please provide us with the following details:

- Your name and address
- Which member(s) of chambers you are complaining about.
- The detail of the complaint, including date, time and place where appropriate, e.g.: the Court that the case took place at; and
- What you would like done about it.

8. Please address your letter to Julian Campbell and post it to 2 Hare Court, Temple London EC4Y 7BH. We will acknowledge receipt of your complaint as soon as possible and provide you with details of how your complaint will be dealt with.

9. Alternatively, you can email your written complaint to [juliancampbell@2harecourt.com](mailto:juliancampbell@2harecourt.com).

10. 2 Hare Court has a panel headed by Christopher Coltart KC and made up of other experienced members of chambers which considers any written complaint. Within 14 days of your letter being received, the head of the panel (or his deputy in his absence) will appoint a member of the panel to investigate it. If your complaint is against the head of the panel, the next most senior member of the panel will investigate it. In any case, the person appointed will be someone other than the person you are complaining about.

11. The person appointed to investigate will write to you as soon as possible to let you know s/he has been appointed and that s/he will reply to your complaint within 14 days or such longer period as may reasonably be required, depending on the complexity of the issues. If s/he finds later that s/he is not going to be able to reply within the time period indicated, s/he will set a new date for his/her reply and inform you accordingly.

12. Their reply will set out:

- The detail of the complaint.
- The nature and scope of their investigation.
- Their conclusion on each complaint.
- The basis for rejecting any complaint which is not upheld.
- The proposed remedy for any complaint which is upheld.
- Whether the complaints (or any of them) should be referred to the Bar Standards Board or the Legal Ombudsman (this is likely to happen if the complaint is factually complex or concerns the conduct of the barrister (rather than the quality of the service they provided)).

## Alternative Dispute Resolution

13. If the barrister investigating your complaint is unable to resolve it, it may be possible to use Alternative Dispute Resolution ('ADR') to resolve your complaint. This will only be possible if both you and the barrister you have complained about agree to use ADR. The barrister is not obliged to use ADR.
14. In the event that both parties wish to avail themselves of ADR, chambers will recommend an approved ADR service provider, although you are not obliged to accept this recommendation and can suggest one of your own instead.

## Complaints to the Legal Ombudsman

15. If you are unhappy with the outcome of our investigation and you fall within its jurisdiction, you may take up your complaint with the Legal Ombudsman, the independent complaints body for complaints about lawyers. The Ombudsman may decline to consider your complaint until it has first been investigated by chambers.
16. Please note that there are time limits for the referral of a complaint to the Legal Ombudsman, with which you should familiarise yourself. You can write to them at:

Legal Ombudsman PO Box 6806,  
Wolverhampton WV1 9WJ  
Telephone number: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
You can access the Legal Ombudsman's website [here](#)

17. If you are not the barrister's client and are unhappy with the outcome of our investigation, please contact the Bar Standards Board at:

Bar Standards Board Professional Conduct Department  
289-293 High Holborn  
London WC1V 7JZ  
Telephone number: 0207 6111 444  
Website: [www.barstandardsboard.org.uk](http://www.barstandardsboard.org.uk)

## Confidentiality

18. All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. Disclosure will be to the Head of Chambers, the Chair of Chambers' Management Committee, the Director of Clerking and anyone involved in the complaint and its investigation. Such people will include the barrister(s) or staff member(s) who you have complained about, the head or relevant senior member of the panel and the person who investigates the complaint. The Bar Standards Board is entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions.

## Our Policy

19. As part of our commitment to client care we make a written record of any complaint and retain all documents and correspondence generated by the complaint for a period of six years. Our Management Committee inspects an anonymised record regularly, namely quarterly, with a view to improving services.
20. In accordance with the requirements as set out by the Bar Standard Board all clients will be informed of their right to complain and this policy in writing upon instruction. This will be done by way of a leaflet provided with important information about Chambers including the right to complain.
21. This policy will be reviewed as required or at least every five years.