

CLAPHAM LAW CHAMBERS

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COMPLAINTS INFORMATION

This letter is to inform you that if you would like to make a complaint about Counsel, you can speak to the Practice Manager in chambers, Mr Danny Barnes who will tell you how to complain and what the process will be for investigating your complaint. A complaint can be made to chambers directly without going through your solicitors. All complaints to chambers should be addressed to Mr Danny Barnes, the Practice Manager and a copy of Chambers Complaints Procedure is available upon request.

You can also make a complaint separately to the Legal Ombudsman. Any complaint to the Legal Ombudsman should be brought no later than 12 months after you found there was a problem with the service provided and within 6 months of receiving a final response from chambers about your complaint. The contact details for the Legal Ombudsman is as follows:

Legal Ombudsman
PO Box 15870
Birmingham B30 9EB
Tel: 0300 555 0333.
Email: enquiries@legalombudsman.org.uk
www.legalombudsman.org.uk