



Complaints Policy

Contact: Senior Clerk Mr Paul Green paul.green@fennerschambers.com or Head of Chambers, Miss Meryl Hughes meryl.hughes@fennerschambers.com

We are committed to providing a high quality legal advice service to our clients. If you are dissatisfied with any aspect of the service you have received, we need you to tell us. Our aim is to resolve your complaint as swiftly as possible.

If you have a complaint, please let us know as soon as possible by telephoning the Senior Clerk on 01223 368761 or by writing to The Head of Fenners Chambers, 3 Madingley Road, Cambridge CB3 0EE.

If your complaint cannot be resolved by telephone, then please make your complaint in writing to the Head of Fenners Chambers as soon as possible giving your name and address, which member(s) of Chambers you are complaining about, details of your complaint and what you would like done about it.

What will happen next?

1. We will acknowledge your complaint within 3 working days of receiving it and inform you of the name of the person investigating it. If your complaint is about the Head of Chambers, another senior member of Fenners Chambers will investigate your complaint.
2. We shall make a note of the details of your complaint and what you would like done about it.
3. The Head of Fenners Chambers shall begin to investigate your complaint confidentially and shall provide you with a response within 21 days of the date of receipt of your written complaint. If the investigation takes longer and the timescale has to be extended, you shall be contacted with the reasons for this and the new timescale. Up to eight weeks is reasonable to resolve complex complaints.
4. If your complaint is not resolved by the Head of Fenners Chambers, then you can ask the Legal Ombudsman, an independent complaints body, to look into the matter. You can write to the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ (www.legalombudsman.org.uk). Alternatively, you can contact the Legal Ombudsman by telephone on 0300 555 0333. If you wish to involve the Legal Ombudsman, their time limits for accepting a complaint are six years from the date of the act/omission you are complaining about, or three years from when you should have known about the complaint. In addition, you must raise your concerns with the Legal Ombudsman within 6 months of our final response to your complaint.