



Justitia Chambers Complaints Policy

1. We hope you will be happy with the professional services members of these Chambers provide. However, if you are not satisfied, you should first refer the matter either to the barrister (“Member”) concerned or to the Chambers Director, who will formally record the complaint and ask the Member for feedback on it.
2. Following feedback from the Member, the Chambers Director will review the complaint and provide a response within 28 days of its receipt setting out any remedial action that it is proposed should be taken.
3. If you are not happy with this initial response then you may ask for the complaint to be reviewed by an another senior Member of Chambers. The Member reviewing the initial response will provide their feedback on it within a further 28 days, either upholding the proposed remedial action or offering alternative remedial action acceptable to both parties.
4. If after this, you remain unhappy with the response from Chambers as a whole, you may contact the Legal Ombudsman. The Legal Ombudsman is a free, impartial and independent service set up by the Government which deals with complaints about the service you have received from a barrister or solicitor.
5. You must complain to the Ombudsman within six months of receiving a final response to your complaint from the Member or from Chambers (provided the response specifically notifies you of your right to complain to the Ombudsman and of the six month time limit). A complaint to the Ombudsman must also be made not more than six years after the act or omission complained about or not more than three years from the date when you should reasonably have known that there were grounds for complaint.