



Complaints Procedure

Our aim is to give you a good service at all times. However, if you have a complaint you are invited to let us know as soon as possible.

Any complaint received at 2DRJ whether to the clerks, to a barrister, or to the Head of Chambers, should be notified to the Senior Clerk, together with copies of all significant correspondence etc.

A complaint is any material expression of dissatisfaction concerning negligence, incompetence, or a significant shortfall in level of service. It may be in writing or by telephone and addressed to either the relevant barrister or any other member of chambers.

If you wish to make a complaint, please email it directly to the barrister or to clerks@2drj.com. Alternatively, you can contact us by telephone or post:

Chambers Complaints

Chambers of Mark Love

2 Dr Johnson's Buildings

Temple

London

EC4Y 7AY

Tel: 0207 936 2613

When making a complaint in writing, please give the following details:

1. Your name and contact details;
2. Which member(s) of chambers you are complaining about;
3. The detail of the complaint; and
4. What you would like done about it.

All complaints received will be acknowledged in writing within three working days of receipt and a copy of this procedure will be included in that acknowledgement.

Chambers will endeavour to respond fully to your complaint within 21 days. This timeframe may be extended if more time and/or resources are required to ensure a full and thorough investigation, and subsequent satisfactory resolution.

If a complaint is received by a barrister, it should be handled by him/her in the first instance. If it is unable to be satisfactorily resolved, then the matter must be referred to the Senior Clerk.

If the complaint involves the Senior Clerk, it will be handled throughout by the Head of Chambers.

If the complaint relates to the Head of Chambers, it will be dealt with by a committee of three, appointed by the Management Committee.

If a complaint is received by the Senior Clerk, he will make enquiries of the barrister concerned and endeavour to resolve matters. If this is insufficient, the matter will be referred to the Head of Chambers, who will then investigate and liaise with the professional client as appropriate.

If we do not fully respond to your complaint within eight weeks or you are dissatisfied with the response from Chambers, then you have the choice to escalate your complaint to the Legal Ombudsman. In the event that your complaint relates to a mediation matter you can escalate it to the Civil Mediation Council.

The evidence of this procedure does not prohibit Chambers from dismissing without further investigation complaints that are manifestly without merit.

Complaints to the Legal Ombudsman

Complaints to the Legal Ombudsman must be made in accordance with the procedures set out in their publications. More information can be found on their website: www.legalombudsman.org.uk.

You can also contact them by email at enquiries@legalombudsman.org.uk or by post at the address below:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Tel: 0300 555 0333

Complaints to the Civil Mediation Council

More information regarding complaints to the Civil Mediation Council can be found on their website here: www.civilmediation.org/complaints.

Reviews

The complaints file will be reviewed annually by the Senior Clerk, who will report the number and type of complaints to the Management Committee, together with confirmation of any changes of procedures identified as being necessary that have been introduced or suggesting any changes to be introduced.