

COMPLAINTS AND APPEALS POLICY
Public Access Training Course
2013

Complaints Procedure and Handling:-

1. Our aim is to give a good service at all times throughout your training. However, if you have a complaint you are invited to let us know as soon as possible. Complaints made about the course will be dealt with internally by Chambers, either by the Principal clerk and the course providers, or, if the complaint is about one or both of them, by a member of Chambers appointed to do so.

Complaints Made by Telephone

2. You may wish to make a complaint in writing and, if so, please follow the procedure below. However, if you would rather speak on the telephone about your complaint then please telephone the individual nominated below:-

Mr Lee Cook – Principal Clerk – 020 7822 7007

You can also send any complaint to complaints@4kbw.co.uk

The person you contact will make a note of the details of your complaint and what you would like us to do 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 are satisfied. You may also wish to record the outcome of the telephone discussion in writing.

3. If your complaint is not resolved on the telephone you will be invited to write to us about it within the next 14 days, so it can be investigated formally.

Complaints made in Writing

4. Please give the following details:
 - Your name and address;
 - The date you attended the course;
 - The detail of the complaint; and
 - What you would like us to do about it.

Please address your letter to Mr Lee Cook, Principal Clerk at the address below. We will, where possible, acknowledge receipt of your complaint within two days and provide you with details of how your complaint will be dealt with.

5. Any written complaint will be investigated by the Chambers Principal Clerk, Andrew Granville Stafford and Chris Bryden, or, where the complaint is about one or both of them, will involve other senior members of chambers appointed where necessary. Within 14 days of your letter being received it will be investigated.
6. The person appointed to investigate will write to you as soon as possible to let you know he has been appointed and that he will reply to your complaint within 14 days. If he finds later that he is not going to be able to reply within 14 days, he will set a new date for his reply and inform you. His reply will set out:
 - The nature and scope of his investigation;
 - His conclusion on each complaint and the basis for his conclusion; and
 - If he finds that you are justified in your complaint, his proposals for resolving the complaint.

Confidentiality

7. All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. Such people will include the barrister member or staff who you have complained about, the head or relevant senior member of the panel and the person who investigates the complaint.

Our Policy

8. 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 with a view to improving services.

Appeals

9. Should you be dissatisfied with a finding that you have failed satisfactorily to have completed the course, you may appeal. The process for appeal is as follows:
 - you must within 14 days of notification that you have failed inform us in writing that you wish to appeal;
 - if you wish extenuating circumstances to be taken into account, you must inform us of those circumstances at that time. It will be in the discretion of the course providers to consider those circumstances following which you may be required at your expense to re-sit all or part of the course.
 - if the failure relates to the Multiple Choice Assessment, we will allow one re-sit thereof. A further failure of the Assessment will be the end of the appeals process. A pass mark of 75% is required for the appeal to be allowed.