

Complaints form

Please read the guidance notes before filling in this form. Please fill in this form in black or dark blue ink, and in BLOCK CAPITALS or typescript. Do not write on the back of the form or the back of any extra sheets. We can help if you need information in a different format (for example, large print). If you have any special needs, please phone us on 020 7242 0082.

Section 1 - Personal details

1 Your name Mr Mrs Ms Miss Other (please tell us)

First name

Surname

Address
(including postcode)

Phone number

Work

Home

Mobile

E-mail address

Which number would you prefer us to use?

Work

Home

Do you have an answerphone?

Yes

No

2 Are you complaining on behalf of somebody else?

No

Please go to question 3 in section 2

Yes

Please fill in this section.

Name of the person you are complaining for

Mr Mrs Ms

Miss

Other (please tell us)

First name

Surname

Address
(including postcode)

When we deal with this complaint, who should we write to?

Me

The person who I am complaining for

Has the person you are complaining for given you permission to complain?
(Please send us the letter giving your permission.)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Section 2 - The barrister's details

3 Name of the barrister you want to complain about

First name or names

Surname

Chamber's address (if you know it)

Was the barrister acting:

- for you or the person you are complaining for?
- for the other side in the case?
- as their own representative?
- for somebody else (please tell us who)?

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Section 3 - Details of your complaint

4 Is your complaint about:

- the barrister's work in a court case?
- other legal work done by the barrister?
- the barrister's behaviour outside professional work?

<input type="checkbox"/>	Please go to question 5.
<input type="checkbox"/>	Please go to question 8.
<input type="checkbox"/>	Please go to question 9.

5 If the case was heard at court, please give us:

- the name of the case
- the court in which it was heard
- the case number
- the date of the relevant hearing

<input type="text"/>
<input type="text"/>
<input type="text"/>
<input type="text"/>

6a Is the case continuing?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

6b Is the barrister still instructed in the case? Yes
No

7 Are you waiting for the results of an appeal? Yes
No

Please give details of the appeal, including the dates of any hearings (if you know them).

8 Did you instruct the barrister yourself or through a solicitor or other representative?

Yourself Yes No (If 'Yes', go to question 9.)

Solicitor Yes No (If 'Yes', go to question 10.)

Other representative Yes No (If 'Yes', go to question 11.)

9 If you instructed your barrister yourself, did you do so under public access?

Public access rules Yes No

Licensed access rules (that is, DPA or BarDIRECT) Yes No

10a Solicitors instructing the barrister

Name of firm

Address of firm

Name of the person dealing with the matter Solicitors' reference

Are the solicitors still acting in the matter? Yes No

10b Have you also made a complaint against the solicitor? Yes No
If so, can we contact the Consumer Complaints Service of the Law Society for details to help with our investigation? Yes No

Do you have a complaint reference number?

Number

11 Other representative instructing the barrister

Name of firm or individual

Name of person dealing with the matter

Reference number

Name of firm or individual

Is this person still acting in the matter? Yes No

Can we contact the firm? Yes No

12 Have you raised this complaint with:

the barrister concerned?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
your solicitor or representative?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
the barrister's chambers?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If you have raised the complaint with the barrister, his or her chambers, the solicitor, or your representative, please tell us what the result was.
If you have not done so, please say why.

13 When did the action which you are complaining about take place?

If this is more than six months ago, please say why there has been a delay in making the complaint.

14 Please set out briefly your complaint against the barrister. You should read the guidance notes before filling in this section.

A large, empty rectangular box with a black border, intended for the user to write their complaint against the barrister.

15 Please say how you would like this complaint to be resolved.

Explanation or apology (or both)
Compensation
Other (please tell us)

<input type="checkbox"/>	Refund of fees	<input type="checkbox"/>
<input type="checkbox"/>	Disciplinary action	<input type="checkbox"/>
<input type="checkbox"/>		

16 Have you suffered any financial loss as a result of the action you are complaining about?

Yes
No

If 'Yes', please set out the cause of the loss and the amount. Note: This question will help us to assess how serious the complaint is. It does not mean that we will have the power to compensate your loss. Please see the guidance notes.

Section 4 - Other information

17 Please give us the names and addresses of any other people who you believe may be able to help us investigate the complaint.

18 Are you enclosing extra sheets of paper?

No
Yes How many?

19 Have you enclosed any copies of other documents?
(Please do not send original documents.)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

If 'Yes', please list the documents you have enclosed.

20 Have you written to us about this matter before?

No	<input type="checkbox"/>
Yes	<input type="checkbox"/>

If 'Yes', please give the date of your letter.

21 Have you complained to us before about any other matter?

No	<input type="checkbox"/>
Yes	<input type="checkbox"/>

If 'Yes', please give our reference number (if you know it).

When you have filled in this form please sign and date it. Then send it to:
The Complaints Department
General Council of the Bar
289 - 293 High Holborn
London
WC1V 7HZ.

Signature: _____ Date: _____

August 2005

