

BAR STANDARDS BOARD

REGULATING BARRISTERS

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 7611 1444.

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 you permission.)

Yes
No

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)?

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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?

	Please go to question 5.
	Please go to question 8.
	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

6a Is the case continuing?

Yes	
No	

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).

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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:

The Public Access scheme Yes No

The Liscenced Access scheme 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 Legal Complaints Service 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

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 No
your solicitor? Yes No

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.

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

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

Refund of fees
Disciplinary action

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
No

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

20 Have you written to us about this matter before?

No
Yes

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

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

No
Yes

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:
Complaints Team
Bar Standards Board
289 - 293 High Holborn
London WC1V 7HZ

Signature: _____

Date: _____

January 2008

