

Complaints Procedure

1. 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. It is not necessary to involve solicitors in order to make your complaint but you are free to do so should you wish.

2. Please note that Matrix will only consider complaints that are raised within six months of the act or omission complained of.

Complaints Made by Telephone

3. You may wish to make a complaint in writing and, if so, please follow the procedure in paragraph 4 and 5 below. However, if you would rather speak on the telephone about your complaint then please telephone +44 (0)20 7404 3447 and ask to speak to the individual nominated under the Matrix Complaints Procedure to deal with complaints - Lindsay Scott, Chief Executive Officer. If the complaint is about the Chief Executive Officer please speak to Lorna Skinner. The person you contact will make a note of the details of your complaint and what you would like done about it. S/he will discuss your concerns with you and aim to resolve them. If the matter is resolved s/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.

4. 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

5. Please give the following details:

- Your name and address;
- Which member(s) of Matrix staff and or/ member(s) you are complaining about;
- The detail of the complaint; and
- What you would like done about it.

Please address your letter to Lindsay Scott, Chief Executive Officer, Matrix, Griffin Building, Gray's Inn, London WC1R 5LN. Alternatively, you can address you letter to Lorna Skinner if your complaint is regarding the Chief Executive Officer. 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.

6. Matrix has a panel headed by Lindsay Scott, Chief Executive Officer, and made up of experienced members of Chambers which considers any written complaint. Within 14 days of your letter being received the head of the panel, or his/her deputy in his/her absence, will appoint a member of the panel to investigate it. If your complaint is against the head of the panel, the next most senior member of the panel will investigate it. In any case, the person appointed will be someone other than the person-you are complaining about.

7. The person appointed to investigate will write to you as soon as possible to let you know s/he has been appointed and that s/he will reply to your complaint within 14 days, If s/he finds later that s/he is not going to be able to reply within 14 days s/he will set a new date for his/her reply and inform you. His/her reply will set out:

- The nature and scope of his/her investigation;
- His/her conclusion on each complaint and the basis for his/her conclusion; and
- If s/he finds that you are justified in your complaint, his/her proposals for resolving the complaint.

Confidentiality

8. All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. Disclosure will be to the Chair of the management committee, members of our management committee and to anyone involved in the complaint and its investigation. 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. The Bar Standards Board is entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions.

Our Policy

9. 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.

Complaints to the Bar Standards Board (the regulatory arm of the Bar Council, the professional body for barristers)

10. We hope that you will use our procedure. However, if you would rather not do so or are unhappy with the outcome you may take up your complaint with the Bar Standards Board at any time. Please note that the Bar Standards Board has a six-month time limit from the date of the act or omission about which you are complaining within which to make your complaint. However, should you raise your complaint with Matrix first, there is a three month time limit from the conclusion of the investigation by Matrix in which to raise your complaint with the Board. You can write to them at:

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

Tel: +44 (0)20 7611 1444
Fax: +44 (0)20 7831 9217
See also www.barstandardsboard.org.uk