

CLIENT INFORMATION LEAFLET

Matrix's 'members never let you down'.

Legal 500 2015

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ABOUT MATRIX CHAMBERS

Matrix Chambers is a set of barristers' chambers in London. Your solicitor has engaged a barrister at Matrix on your behalf to help with your case. Our work for you may involve giving advice, writing legal documents, or representing you in a court, tribunal or meeting. Your barrister will work closely with your solicitor but it may be that there is no need for you to meet with your barrister

FEEDBACK AND COMPLAINTS

We value all feedback. Please do let us know, at any time, what you think. If anything is wrong, we would always want to know and to put it right. Please tell us, or your solicitor, straight away. If you wanted to make a complaint about Matrix or the service you can speak to your solicitor, Matrix or directly to the Legal Ombudsman. If you would like to speak to us then contact Rachel Holmes, the Chief Executive of Matrix (Tel: +44 (0)20 7404 3447) or you can find out more about our complaints process from our web site at www.matrixlaw.co.uk. You can complain directly to the Legal Ombudsman. Please note that the Legal Ombudsman has time limits in which a complaint must be raised with them. The time limits are:

- a) Six years from the date of the act/omission;
- b) Three years from the date that the complainant should reasonably have known there were grounds for complaint (if the act/omission took place before the 6 October 2010 or was more than six years ago);
- c) Within six months of the complaint receiving a final response from their lawyer, if that response complies with the requirements in rule 4.4 of the Scheme Rules (which requires the response to include prominently an explanation that the Legal Ombudsman was available if the complainant remained dissatisfied and the provision of full contact details for the Ombudsman and a warning complaint must be referred to them within six months).

You can write to them at:

Complaints Team,
Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Tel: +44 (0)300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

MORE INFORMATION

You can find out more about your barrister and chambers at www.matrixlaw.co.uk.

You can find out more about how barristers work generally, and read the barristers code of conduct on the Bar Standards Board's website at www.barstandardsboard.org.uk.