



Doctors Defence Service

Independent Legal Defence Services for Medical Doctors

Manchester and London Offices

Telephone: 0800 10 88 739

Doctors Defence Service, Peter House, Oxford Street, Manchester, M1 5AN

Email: clerks@doctorsdefenceservice.com

Doctors Defence Service is a Practice Division of Trident Barristers Chambers

Our Complaints Policy

Doctors Defence Service Complaints Policy

[A Practice Division of Trident Barristers Chambers]

(Implemented February 2011)

Introduction

1. Pursuant to regulations that govern barristers, we are obligated to draw your attention to Doctors Defence Service's complaints policy, so that you are fully protected in any dealings that you have with a barrister. This document sets out how you can complain if you are unhappy with any of the services we provide.
2. 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 in writing, or by telephone, as soon as possible. It is not necessary to involve solicitors or others in order to make your complaint but you are free to do so should you wish.
3. Complaints must be made within twelve months of an act or omission that you wish to complain about. Complaints should be made to the Complaints Handler at Doctors Defence Service in the first instance. An independent Legal Ombudsman offers a complaints procedure where you are unhappy with Chambers' response.
4. Please note that the independent Legal Ombudsman, the independent complaints body for service complaints about lawyers, has a twelve-month time limit from the date of the act or omission about which you are complaining within which to make

your complaint. Chambers must therefore have regard to that timeframe when deciding whether they are able to investigate your complaint. Chambers will not deal with complaints that fall outside of the twelve-month time limit. In other words, on occasions, Doctors Defence Service will invite a complainant to write to the Legal Ombudsman if the twelve-month period is almost up.

Complaints made by Telephone (Step One)

5. You may wish to make a complaint in writing and, if so, please follow the procedure in paragraph 4 and 5 below.

6. However, if you would rather speak on the telephone about your complaint then please telephone the individual nominated under the Chambers Complaints Procedure to deal with complaints – ask for the ‘Complaints Handler’. If the complaint is about the nominated Complaints Handler telephone Chambers and ask to speak to the ‘Complaints Adjudicator’. The person you contact will make a note of the details of your complaint and what you would like done about it. S/He or she 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. You are not obligated to start with Step One, if you would prefer to put your complaint in writing in the first instance. In such a case, please start at Step Two.

Complaints made in Writing (Step Two)

5. Send your Complaint to:

The Complaints Handler

Doctors Defence Service

Peter House

Oxford Street

Manchester

M1 5AN

6. Please give the following details:

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

Please address your letter to the 'Complaints Handler'. 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. The Complaints

Handler may correspond with you to gather certain further information from you.

The information that is obtained by the Complaints Handler will be passed in due course to the Complaints Adjudicator.

7. Our Chambers Complaints Adjudicator is an experienced member of Chambers and a senior member of staff. The Complaints Adjudicator considers any written complaints and on occasions may convene a panel to investigate the complaint. Within 14 days of your letter being received the Complaints Adjudicator or his/her deputy in his/her absence will appoint a member of Chambers or themselves to investigate. If your complaint is against the nominated Complaints Handler or Complaints Adjudicator, the next most senior member will investigate the complaint. In any case, the person appointed will be someone other than the person you are complaining about and who is not involved in the substance of your complaint.

8. 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 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 conclusion; and
- If s/he finds that you are justified in your complaint, his proposals for resolving the complaint.

Confidentiality

9. 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 Head of Chambers, 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, and any solicitor who may have been involved in the case. 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 Legal Ombudsman (Step Three)

11. If you are unhappy with the outcome of our investigation you may take up your complaint with the Legal Ombudsman, the independent complaints body for complaints about lawyers, at the conclusion of our consideration of your complaint.

12. The Ombudsman is not able to consider your complaint until it has first been investigated by Chambers.

13. Please note that the Legal Ombudsman has a twelve-month time limit from the date of the act or omission about which you are complaining within which to make your complaint. You can write to them at:

Legal Ombudsman, PO Box 15870, Birmingham, B30 9EB

Telephone number: 0300 555 0333

Email: [enquiries@ legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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