



Complaints Procedure

Our aim is to provide you with 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.

Please note that RS Legal Strategy Limited will only consider complaints that are raised within six months of the act or omission complained of.

Please note that the Legal Ombudsman, the independent complaints body for service complaints about lawyers, has time limits in which a complaint must be raised with them. The time limits are:

- Six years from the date of the act/omission.
- Three years from the date that the complainant should reasonably have known there were grounds for complaint (if the act/omission took place more than six years ago).
- 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 that the complaint must be referred to them within six months).

The Ombudsman can extend the time limit in exceptional circumstances. RS Legal Strategy Limited must therefore have regard to that timeframe when deciding whether they are able to investigate your complaint. RS Legal Strategy Limited will not therefore usually deal with complaints that fall outside of the Legal Ombudsman's time limits.

The Ombudsman will also only deal with complaints from consumers. This means that only complaints from the barrister's client are within their jurisdiction. Non-UK clients who are not satisfied with the outcome of RS Legal Strategy Limited's investigation should contact the Bar Standards Board rather than the Legal Ombudsman.

It should be noted that it may not always be possible to investigate a complaint brought by a non-UK Client. This is because the ability of R S Legal Strategy Limited to satisfactorily investigate and resolve such matters is limited and complaints of this nature are often better suited to the disciplinary processes maintained by the Bar Standards Board. Therefore, R S Legal Strategy Limited will make an initial assessment of the complaint and if they feel that the issues raised cannot be satisfactorily resolved through R S Legal Strategy Limited's complaints process, they will refer you to the Bar Standards Board.

Complaints Made by Telephone

You may wish to make a complaint in writing and, if so, please follow the procedure in the section below this.

However, if you would rather speak on the telephone about your complaint, then please telephone the individual nominated under RS Legal Strategy Limited Complaints Procedure to deal with complaints. If the complaint is against a consultant of RS Legal Strategy or a member of staff, contact Mark Rainsford QC/Jason Sugarman QC, Chairman/Manging Director. The person you contact will make a note of the details of your complaint and what you would like done about it. He will discuss your concerns with you and aim to resolve them. If the matter is resolved, 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.

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

Please give the following details:

- Your name and address.
- Which Consultant or Director you are complaining about.
- The detail of the complaint.
- What you would like done about it.

Please address your letter to, Mark Rainsford QC, Chairman and Head of Litigation, Complaints. We will, where possible, acknowledge receipt of your complaint within two days of receipt and, in any event, promptly and provide you with details of how your complaint will be dealt with.

Our entity has a panel headed by Mark Rainsford QC and made up of experienced members of RS Legal Strategy Limited which considers any written complaint. Within 14 days of your letter being received, the head of the panel or his deputy in his 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.

The person appointed to investigate will write to you as soon as possible to let you know he/she has been appointed and that he/she will reply to your complaint within 14 days. If he/she finds later that he/she is not going to be able to reply within 14 days, he/she 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.
- If he/she finds that you are justified in your complaint, his/her proposals for resolving the complaint.

Confidentiality

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 Litigation or Managing Director and, members of our committee and to anyone involved in the complaint and its investigation. Such people will include the [barrister/Consultant](#) or member of 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

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.

If you are unhappy with the outcome of our investigation and you fall within their jurisdiction 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. The Ombudsman is not able to consider your complaint until it has first been investigated by RS Legal Strategy Limited and its Directors. Please note the timeframe for referral of complaints to the Ombudsman as set out at paragraph 2 above.

You can write to them at:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

T: 0300 555 0333
E: enquiries@legalombudsman.org.uk

If you are not the [barristers'](#) client and are unhappy with the outcome of our investigation then please contact the Bar Standards Board at:

Professional Conduct Department
Bar Standards Board
289-293 High Holborn
London
WC1V 7HZ

T: 020 7611 1444

W: www.barstandardsboard.org.uk