

Contact us by e-mail

Principal, Julian Smith: [jsmith@lincolnsinnfields.com](mailto:jsmith@lincolnsinnfields.com)

Clerk & Practice Manager, Susan Young: [syoung@lincolnsinnfields.com](mailto:syoung@lincolnsinnfields.com)



### **LIFC 3 Complaints Procedure (Version 24.01.17)**

1. Before anybody can make a complaint hereunder, they must have already attempted to resolve the matter with the barrister or member of staff directly in writing, even if the complaint is against them.

2. Complaints hereunder must be sent to our Principal at the e-mail above. He and or the Clerk & Practice Manager will respond within 28 days.

3. Your complaint must include:

(1) Your full name

(2) Your full contact details, including address and postcode, number/s and e-mail/s.

(3) The name and position of the person/s you are complaining about.

(4) Why you are dissatisfied with the response of those you have complained about.

(5) The details of your complaint.

(6) All the correspondence you have had with those complained about.

(7) Any other evidence you wish to rely upon.

(8) What you would like the outcome of your complaint to be.

3. Should you still be dissatisfied, please refer your complaint to the Legal Ombudsman: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) They deal with inadequate performance and will refer any conduct issues you raise with them to the Bar Standards Board.