

## CHAMBERS OF M M HOSSAIN

### STANDARD COMPLAINTS PROCEDURE

Dear Sir or Madam,

Our aim is to provide the best service at all times. However, if you have any complaint, you are encouraged to let us know as soon as possible. Public Access Barrister and staff providing the Public Access Services on this site are also all Members of Chambers of M M Hossain and, as such, are subject to external regulation by the Bar Standards Board and to the complaint handling procedures of our chambers. You should raise any complaint to Mustafa Sayed, who is our Practice Manager/Clerk. You can contact him in a number of ways:

- In writing at Chambers of M M Hossain, 113 New Road, London E1 1HJ;
- By email to Mustafa Sayed at [hossainlaw@yahoo.co.uk](mailto:hossainlaw@yahoo.co.uk); or
- By telephoning Chambers on 02075393401. If your complaint is about Mustafa Sayed, then please direct your complaint to our Head of Chambers, Monwar Hossain.

#### **Our feedback form:**

You may wish to note that we have a feedback form that we ask our clients to complete after resolution of each case. This gives us an opportunity to reflect ourselves and work on the areas that needs improvement. We encourage our clients give a constructive feedback and should you wish to make any comment or have any general complaints about a particular issue, you are encouraged to write it in the feedback form. We will work to our best endeavour to address it. However, if you feel that you need to make a complaint in a more official form you can do so by doing the following.

#### **Informal Complaints**

We recognize that some issues may arise from time to time but not all issues warrant formal complaints. It may be that you would like to discuss something informally with Mustafa Sayed. As a Practice Manager of the firm, he can discuss the matters and assist you into a favourable solution to your satisfaction, allowing your case to proceed without the need for formal complaint.

You may wish to contact Mustafa Sayed via email at the mentioned email above or call at any time to discuss in details about any aspect of our service with which you are not satisfied and he will to his best endeavour resolve the issue.

#### **Formal complaints:**

All formal complaints must be made in writing. Should you choose to discuss a formal complaint with Mustafa Sayed on the telephone, you may do so via telephoning the

Chambers and ask to speak to him in confidence. Following that you will be advised to provide a written complaint addressed to the Mustafa Sayed and the Chambers. This will enable us to deal with it effectively and properly and fairly to all concerned.

It is important that we understand the nature of your complaint correctly, so please tell us:

- Your contact details including your name, address, phone number and email address;
- You should mention the preferred method of communication to enable use to communicate with you;
- The name of the member or members of the chambers you are complaining about;
- The details of your complaint;
- What impact the complaint has on you; and
- What you would like done about it by us.

Please note that we take all complaints seriously and all the information you provide will be kept confidential and dealt accordingly. Once a formal complaint is received, Mustafa Sayed will:

- Acknowledge your complaint within 5 working days and inform you of a timetable for how he proposes to deal with your specific complaint;
- Review your initial complaint and request any further information, detail or documents that he needs from you within 7 days of receiving your complaint. She will invite you to respond within a further 7 days;
- Once we receive all the necessary information Mustafa Sayed will thoroughly investigate it ;
- Notify our professional indemnity insurers;
- Reply to your complaint within 14 days setting out the nature and scope of the investigation, his conclusions and the basis for those conclusions and, if he finds that you are justified in your complaint, his proposals for resolving the complaint;

Occasionally, it may take longer to reply to you. This may be due to annual leave, other professional commitments or because your complaint is particularly legally or factually complicated. If this is the case, Mustafa Sayed will inform you within the 14 day period that extra time is needed, and will tell you by when she will respond to you again.

## **Investigation**

Mustafa Sayed will thoroughly conduct the investigation. The Chambers allows a period of 8 weeks (maximum) to give response to a complaint, although in the majority of cases it is shorter. You will be kept informed of progress and the timescales throughout.

Your complaint will be carefully examined by Mustafa Sayed. He will go through your case file and all material held by Chambers of M M Hossain including documents, email correspondence with you and about your case and follow up with interviews of the person connected with the legal service provided to you and the person who is the subject of the complaint. They provided with an opportunity to give explanation.

After the completion of the fact finding, Mustafa Sayed will consider all of the material generated by his investigation, review the material and draw his own independent conclusions in relation to your complaint.

**All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary for the proper investigation of your complaint.** Necessary disclosure may include to the Head of Chambers, members of case working team and to anyone involved in working on your case or assisting with resolving the complaint and the investigation. Such people will include the barrister, pupil or staff member who you have complained about.

The Bar Standards Board (the regulatory arms of the Bar Council, the professional bodies for barristers) are entitled to inspect the documents and seek information about the complaint when discharging their auditing and monitoring functions.

We are also required by law to provide details of all complaints, and any associated material, to the providers of our professional indemnity insurance.

### **Record Keeping**

As part of our commitment to provide client care we make a written record of any complaint (both informal and formal) and retain all documents and correspondence generated in connection with the complaint for a period of six years.

We may refer to the detail of any complaint in the context of internal reviews, training our team and maintaining and improving standards. Where we do so, the information provided will be anonymised and will not mention you or the person complained of by name and we will not deliberately reveal the identity of any individual concerned.

### **Taking your complaint further**

We hope that you will be satisfied with our complaints handling procedure.

However, if you remain dissatisfied after our final response to you, or we fail to respond to you within 8 weeks of receiving your complaint, you may complain further to the Legal Ombudsman.

The contact details are as follows:

### **Legal Ombudsman**

PO  
Wolverhampton  
WV1

Box

6806

9WJ

Tel: 0300 555 0333 [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)