

Great George Street Chambers

Glen Hodgetts (Barrister-at-Law)

Saint Brandon's House,
27-29, Great George Street,
Bristol,
BS1 5QT
Tel: 07966 495 468

E-mail: glen@ggsc.co.uk
Web: www.greatgeorgestreetchambers.co.uk

About the Chambers of Glen Hodgetts

Glen Hodgetts practices from the Great George Street Chambers, Chambers of Glen Hodgetts, as a sole practitioner from the address noted in the right hand corner above. This means that no other barrister practices from this chambers at present. Your solicitor has engaged Glen Hodgetts on your behalf to help with your case. His work for you may involve giving advice, writing legal documents, or representing you in a court, tribunal or meeting. Glen Hodgetts will work closely with your solicitor but it may be that there is no need for you to meet with him.

Feedback and complaints

Glen Hodgetts values 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 let us, or your solicitor, know straight away.

If you wanted to make a complaint about Glen Hodgetts or the service that you receive, you can speak to your solicitor, Glen Hodgetts, or directly to the Legal Ombudsman. If you would like to speak to Glen Hodgetts, then please call him on 07966 495 468. You can find more about the complaints process from Glen Hodgetts' website at:-

<http://glenhodgetts.com/complaints-policy/4579621232>

This is contained at the bottom of the contacts page of the website. A copy of Glen Hodgetts' complaints' policy is also attached to this information leaflet.

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You can also 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](#)

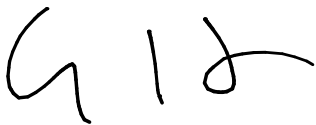
You can find out more about how barristers work generally, and read the barristers code of conduct on the Bar Standards Board's website at www.barstandardsboard.org.uk.

Finally, if you have instructed Glen Hodgetts via the public access scheme, and do not have a solicitor, you will receive a client care letter which sets out the agreement

between yourself and Glen Hodgetts and which also sets out the scope of the public access scheme. This can also be seen by clicking on the public access link on Glen Hodgetts' website.

You can find out more about your barrister and chambers at:-

www.greatgeorgestreetchambers.co.uk



Glen Hodgetts

(Barrister-At-Law)

Chambers of Glen Hodgetts,

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Bristol,

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Annexe

Complaints policy

I am committed to providing a high quality legal service to all my clients. However, I also accept that mistakes, misunderstandings, delays and other errors can occur.

When something goes wrong, I need you to tell me about it. This will help me to improve my standards and to attempt to correct things.

I will not charge you for handling your complaint.

How to make a complaint?

1. Please write to me at my registered office, Glen Hodgetts (Barrister-at-Law), 27-29 Great George Street, Bristol, BS1 5QT, setting out your name, any reference number you have been given, including any court or Home Office reference, and explain what it is that you are unhappy with and what you would like done about it.

What will happen next?

2. I will send you a letter acknowledging receipt of your complaint and enclosing a copy of this procedure, within three working days of me receiving your complaint.

3. I will then investigate your complaint personally by reviewing your papers and the work that I have undertaken for you.

4. You will then be invited to a meeting with me to discuss and hopefully resolve your complaint. This will be done within seven working days of sending you the acknowledgement letter.

5. Within three working days of the meeting, I will write to you to confirm what took place and any solutions or remedies agreed with you. Such solutions or remedies may include but are not limited to,

- An oral or written apology
- A review of my policies and procedures;
- An appropriate and proportionate reduction in my fees;
- An appropriate and proportionate refund of my fees

6. If you do not want a meeting or it is not possible to hold one, I will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within twenty-one working days of sending you the acknowledgement letter.

7. If the matter cannot be resolved and you remain unhappy, and if you would like to discuss your complaint with another independent barrister outside of my chambers to gain an independent perspective, I will arrange this for you at no cost to you. The barrister will then be able to mediate between us and suggest an agreeable solution.

Complaints to the Legal Ombudsman

8. If you are unhappy with the outcome of my investigation and/or mediation, you may take up your complaint with the Legal Ombudsman, the independent complaints body for complaints about lawyers, at the conclusion of my consideration of your complaint. The Ombudsman is not able to consider your complaint until it has first been investigated by myself.

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 that the complaint must be referred to them within six months.

You can write to them at:-

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Telephone number: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

All documents relating to the complaint will be kept securely and confidentially for a period of 6 years.