

## 1. Introduction

- 1.1 The Members and Administration Team at Albion Chambers aim to offer high levels of service at all times. However, should you have any complaint about any area of our service you are asked to inform us as soon as possible. It is not necessary to lodge your complaint through your Solicitor but you may do so should you wish.
- 1.2 You should note that Chambers will only consider complaints that are raised within **6 months** of the act or omission complained of.
- 1.3 This policy explains how individuals can make a complaint about the way Albion Chambers has handled their personal data, when they can expect to receive a response by and also what information is required to investigate the complaint.
- 1.4 Albion Chambers is required to have this policy in place as set out in the Data (Use and Access) Act 2025, which became a requirement from 19<sup>th</sup> June 2026.

## 2. Data Protection Complaints Made by Telephone

- 2.1 You may wish to make a complaint in the first instance in writing, if so, please follow the procedure in paragraphs 3 below.
- 2.2 If you would prefer to speak on the telephone then please telephone the Chambers Director, Nick Jeanes, who is the individual nominated under this Chambers' Complaints Procedure to deal with such matters by Richard English. The person you contact will make a note of the details of your complaint and how you would like it to be resolved. 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 that outcome and record your response. You may wish to keep a written record of the telephone discussion. You will in any event be sent a copy of the Chambers Director's note of the discussion.
- 2.3 Should it not be possible to resolve your complaint on the telephone, you will be invited to write to us within **fourteen** days of the date of the original telephone discussion, setting out the full details of your complaint. Your complaint will then be formally investigated.

## 3. Data Protection Complaints Made in Writing

- 3.1 When making a complaint in writing, please provide the following details:
  - Your full name and address;
  - Which member(s) of Chambers or member of staff you are complaining about;
  - The detail of your complaint;
  - How you would like the matter to be resolved.

Please address your letter to:

Nick Jeanes, Chambers Director  
[or, if the complaint is about the Chambers Director, then write to:  
Richard English, Head of Chambers]  
Albion Chambers  
Broad Street  
Bristol  
BS1 1DR

We will acknowledge receipt of your formal complaint in writing, where possible, within **five** days, providing you with details of how your complaint will be dealt with.

- 3.2 As with complaints made by telephone, we will first seek to resolve your concerns informally. The person you contact will note the details of your complaint and how you would like it to be resolved. He will discuss your concerns with the barrister or member of staff about whom you have complained, he will then contact you again to set out their response. If the matter can be resolved at this stage, then the outcome will be recorded once we have checked that you are satisfied and recorded your response.
- 3.3 Should it not be possible to resolve your complaint at this stage, the matter will be passed to the Chambers complaints panel.
- 3.4 Our Chambers has a panel, made up of experienced members of Chambers and the Chambers Director, which considers any written complaint. Within **five** 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 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 about whom you are complaining.
- 3.5 The person appointed to investigate will write to you as soon as possible to let you know that s/he has been appointed and that s/he will reply to your complaint within **fourteen** days. Should s/he find that s/he is not able to reply in that timescale then s/he will set a new date and inform you. The reply will set out:
  - The nature and scope of the investigation;
  - The conclusion on each point of the complaint and the basis for the conclusion;
  - If your complaints are found to be justified, the proposals for a resolution.
- 3.4 Should it be felt that your complaint is, or could be, a matter of Professional Negligence or Misconduct, then the Chambers' internal procedure may be stopped and the matter referred to the Bar Standards Board. The barrister's Professional Indemnity Insurer, Bar Mutual Indemnity fund will be informed of the complaint.

#### 4. Confidentiality

- 4.1 All conversations and documents relating to your 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 directly involved in your complaint and its investigation. Such people will include the barrister or member of staff 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.
- 4.2 We take the view that if you make a complaint then you are taken to waive any privilege or confidentiality between you and your own barrister. This means that for the purpose of replying to your complaint, your barrister can refer to material and documents that arose in your case that would otherwise have remained confidential between you.

#### 5. Quality Assurance

- 5.1 As part of Albion Chambers' commitment to Quality and Assurance and Client Care, we make a written record of any complaint received and retain all documents and correspondence generated by the complaint for a period of six years. An anonymised record is reviewed annually with a view to constantly improving our services.

## 6. Data Protection Complaints to the ICO

- 6.1 If the complainant remains dissatisfied after receiving their response or believes that Albion Chambers did not handle the response in the appropriate way then they may raise this with the Information Commissioners Office, the UK regulator for data protection.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Website: <https://ico.org.uk/make-a-complaint/>

Telephone: +44 (0) 303 123 1113.

This policy will be reviewed periodically and in-line with any future changes in data protection law.

**Reviewed 19<sup>th</sup> June 2026**