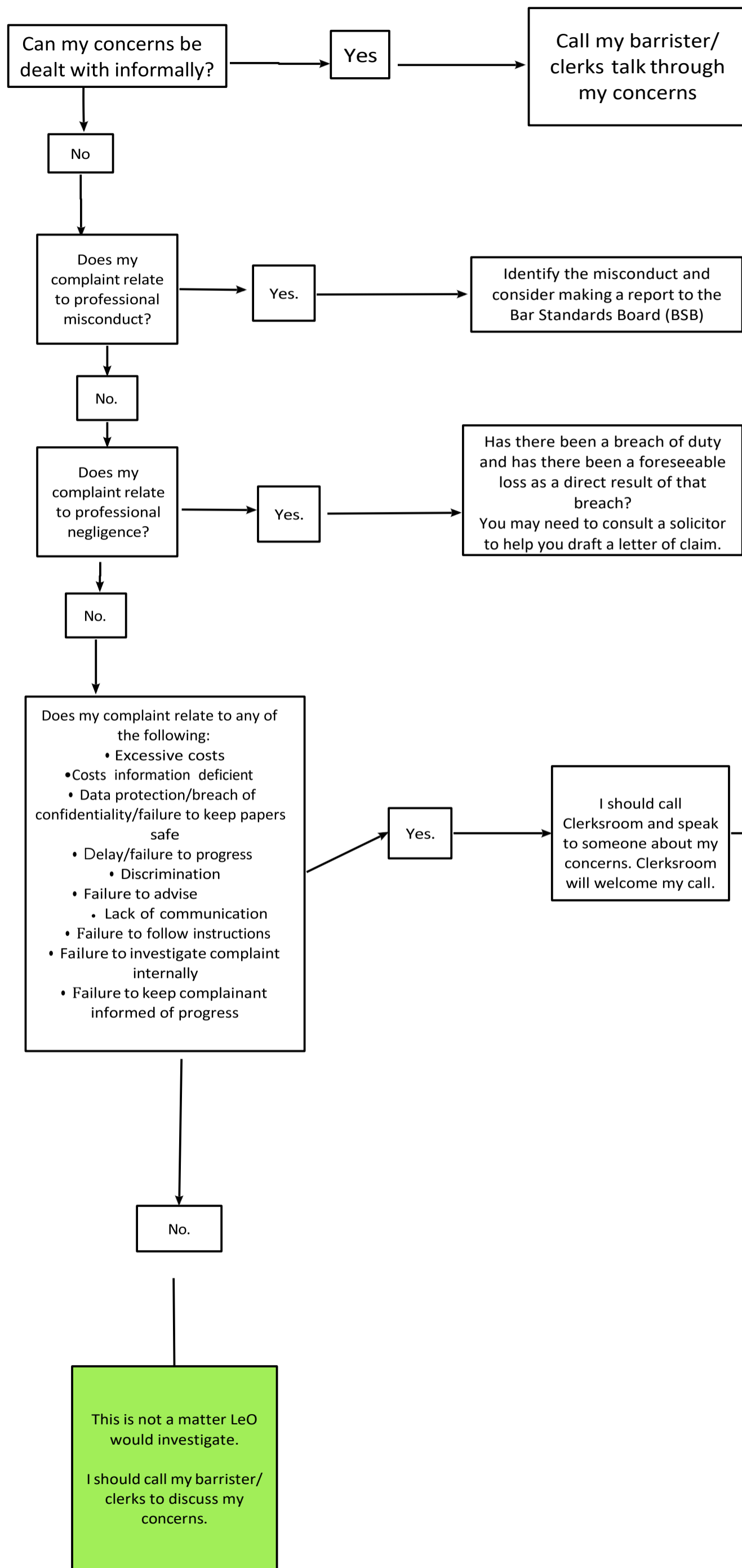


# Do I need to complain?



Clerksroom will speak to me informally to resolve my concerns. Ideally my concerns will be resolved within 3 working days or less. If it cannot be resolved in this way, I will be advised to submit a formal complaint

When I submit a formal complain, it will be investigated thoroughly. Complaint acknowledged within 3 working days. Chambers will contact me to clarify the points of complaint and I will be asked to submit evidence within 5 working days. Complaint resolved or a definitive response provided within 8 weeks (although hopefully sooner) following a thorough investigation.

