Call my barrister/ Can my concerns be Yes dealt with informally? clerks talk through my concerns No Does my Identify the misconduct and complaint relate Yes. consider making a report to the to professional Bar Standards Board (BSB) misconduct? No. Has there been a breach of duty and has there been a foreseeable Does my loss as a direct result of that complaint relate breach? to professional Yes. You may need to consult a solicitor negligence? to help you draft a letter of claim. No. Does my complaint relate to any of Clerksroom will speak the following: to me informally to Excessive costs resolve my concerns •Costs information deficient Ideally my concerns • Data protection/breach of I should call will be resolved within confidentiality/failure to keep papers 3 working days or Clerksroom and speak to someone about my • Delay/failure to progress concerns. Clerksroom If it cannot be Discrimination will welcome my call. resolved in this way, • Failure to advise will be advised to Lack of communication submit a formal • Failure to follow instructions complaint • Failure to investigate complaint internally • Failure to keep complainant informed of progress This is not a matter LeO would investigate. I should call my barrister/ clerks to discuss my concerns.

Do I need to complain?



