

Mr Andrew Parsons FCI Arb

Barrister Services Complaints Procedure

Introduction

1. I am a sole practitioner, practising as a barrister from a set of chambers known as the Portsmouth Barristers' Chambers.
2. This Complaints Procedure applies to all complaints about the professional services I provide as a barrister.
3. I aim to give you a good service at all times. However if you have a complaint about the service you have received from me please let me know about it as soon as possible, by telephone or in writing.
4. Please note that if you have a complaint, you should make it promptly because I will only consider complaints that are raised within 12 months of the date of the act or omission complained of or within 12 months from the date when you first knew (or ought to have known) about the act or omission.

The important difference between you making a criticism and you making a complaint

5. Nobody is perfect. Anyone providing a service needs to constantly try to improve it. I am no exception.
6. There is an important difference between two things:
 - 1) You being generally happy with the service you received from me but you think it could have been better in some way.
 - 2) You being unhappy with the service you received from me because you think it was in some way seriously poor or even worse, negligent.
7. If you are generally happy with the service you received but you think it could have been better in some way, you have a criticism rather than a complaint. I should be grateful if you would please let me know about any criticism you may have as soon as possible, by telephone or in writing, because that way I can try to improve my services.
8. To make this easier for you, I have a **Feed-Back Form** you can complete and send to me, a copy of which you can find at the back of this Procedure at **ANNEXE 1**.
9. If you have a complaint rather than a criticism because you think the service you received from me was in some way seriously poor or even worse, negligent, you should read on.

Procedure for dealing with your complaint

10. There are a number of ways in which your complaint may be dealt with:
 - 1) On the telephone
 - 2) In writing

- 3) Discussion at a meeting between us
- 4) The appointment of a mediator who will help us try to resolve your complaint
- 5) The appointment of an arbitrator whose decision we both agree shall be binding

How to make a complaint

11. If you have a complaint you may:
 - 1) First make your complaint to me, by telephone or in writing
 - 2) Skip first making a complaint to me and instead make an immediate complaint to the Legal Ombudsman.
12. The Legal Ombudsman can be contacted at:

PO Box 6167

Slough SL1 0EH

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

See also: www.legalombudsman.org.uk
13. I would prefer that you first make your complaint to me before making a complaint to the Ombudsman, so we can try to quickly resolve it. You do however have the right to make your complaint to the Ombudsman at any stage if you decide you do not want to make it to me.

Time limits for complaints

14. Please note that you need to make your complaint promptly because there are time limits for complaints:
 - 1) I have a 12-month time limit for complaints running from the date of the act or omission about which you are complaining.
 - 2) The Legal Ombudsman has a 12-month time limit running from the date of the act or omission you are complaining about, or 12 months from the date when you first knew (or ought to have known) about such act or omission. However, if you make your complaint to me first, there is a 6-month time limit running from the date of my final written decision about your complaint.

Payment of my fees

15. If you decide to make a complaint you must still pay my fees for the professional services I have provided to you without deduction or set-off. You cannot use making a complaint as a reason for failing or refusing to pay any of my fees.

Complaints made by telephone

16. You may wish to make a complaint to me in writing. If so, please follow the procedure in paragraphs 22 to 26 below. Generally speaking, I prefer complaints to be made to me in the first instance by telephone because that way you can explain your complaint in your own words and I can try to quickly resolve it.
17. By way of reminder, my telephone number is 07973 507483. (International +44).
18. If you make a complaint by telephone, you should make clear at the beginning of your call that you are calling to make a complaint, for example by saying "I am calling to make a complaint."
19. If you make a complaint by telephone, I will make a note of the details of your complaint and what you would like done about it. I will try to resolve matters with you on the telephone. If after discussion you are satisfied with the outcome, I will make a note of the outcome and the fact that your complaint has been resolved. If on the other hand you are not satisfied with the outcome, I will make note of this and of the fact that your complaint has not been resolved. I will then send to you an email or letter recording the outcome.
20. If your complaint is not resolved on the telephone or you dispute that it was resolved on the telephone you may wish to make a written complaint to me so it can be investigated formally.
21. If you decide to make a written complaint you should make it within 14 days of the date of the email or letter I send to you recording that your complaint has not or has not been resolved.

Complaints made in writing

22. If you wish to make a written complaint to me, please mark your email or letter "COMPLAINT" and provide:
 - 1) Your name, address, telephone number(s) and email address.
 - 2) Details of your complaint and what you would like done about it.
23. To make it easier for you when making a written complaint, I have a **Complaint Form** you can complete, a copy of which you can find at the end of this Complaints Procedure at **ANNEXE 2**.
24. You do not have to use the Complaint Form, but your complaint can be dealt with more quickly if you do.
25. Upon receipt of a written complaint I will:
 - 1) Reply in writing, normally within 48 hours, to acknowledge the complaint and inform you how I shall be dealing with it.

- 2) Reply within 14 days giving my substantive response to your complaint. I will offer you the opportunity to meet with you if that is appropriate. If I find later that I am not going to be able to reply within 14 days, I will set a new date for my reply and inform you. My reply will set out:
 - a) The nature and scope of my investigation.
 - b) My conclusion on each complaint and the basis for my conclusion.
 - c) If I find that you are justified in your complaint, I will also let you know my proposals for resolving it.
26. If you are not happy with my written response you should let me know as soon as possible.
27. If we are still unable to resolve your complaint you or I may ask for mediation or arbitration, or you may make a formal complaint to the Legal Ombudsman.

Mediation

28. If we agree to mediate, we will need to agree who will be our mediator, who should be a person who has experience in the area that is the subject matter of your complaint and all issues in dispute between us. Having agreed who our mediator will be, we will also need to agree to equally pay his/her fees and agree a date, time and place for a mediation to take place with the mediator.

Arbitration

29. If we agree to arbitrate, we will need to agree how the arbitrator should approach his/her task and the limit of any compensation that can be awarded. The Bar Council of England and Wales will be approached and a barrister will be appointed to arbitrate. The arbitrator's decision (award) will be binding upon both of us. It is expected that the Bar Council will choose someone who has considerable experience in the area that is the subject matter of your complaint and the issues in dispute between us.

Confidentiality

30. As far as possible, your complaint will be dealt with on a confidential basis. I may however give details of your complaint to others, seeking their advice and guidance, such as:
 - 1) Other barristers, mediators, arbitrators and barrister's clerks.
 - 2) Persons at professional bodies such as the Bar Council, the Bar Standards Board, the Chartered Institute of Arbitrators, the Civil Mediation Council and the Institute of Barrister's Clerks.
31. We may also give details of your complaint to our professional indemnity insurers or legal representatives.

32. The Bar Standards Board and the Legal Ombudsman will also be entitled to at any time inspect all documents and seek information concerning your complaint, however you have made it and whatever the outcome.

Records

33. I will retain all correspondence and other documents generated during your complaint for a period of 6 years and I will review complaints at least once a year to ensure that I maintain good standards of service.

Queries

34. This Complaints Procedure hopefully makes sense. Please feel free to let me know if there is anything you do not understand and I will try my best to answer any queries you may have.

Andrew Parsons

April 2026

Complaints Procedure

ANNEXE 1 - FEEDBACK FORM

NOTES

- This Form is designed to help Andrew Parsons understand how he might improve his professional services.
- Please take a few minutes to complete it and then return it:
BY EMAIL TO: ap@portsmouthbar.com
OR BY POST TO: Victory House, 7 Bellevue Terrace, Portsmouth PO5 3AT
- To try to keep things simple and save you time, most of the questions have a selection of boxes for you to complete.
- Please try to answer each question giving your candid opinion. For example, even though you may be very satisfied overall with the services Andrew provided, nobody is perfect and there may be some aspects of his services you think could have been better.
- The answers you give will be used by Andrew to try to improve his services and any positive comments you make may be used in future advertisements for his services.

ABOUT YOU

Your name(s)			
Your contact details	Your address		
	Your phone no.		
	Your e-mail		
Date on which you are completing this Form			

Question 1

How satisfied are you overall with the professional services Andrew provided?
(Please mark below a number on a scale of 1 to 10)

Not At All		A Little		Somewhat		Quite a Bit		Highly		
1	2	3	4	5	6	7	8	9	10	n/a

--	--	--	--	--	--	--	--	--	--	--	--

Question 2

How satisfied are you with each of the following aspects of the services Andrew provided?
(Please mark below a number on a scale of 1 to 10)

	Not At All		A Little		Somewhat		Quite a Bit		Highly		n/a
	1	2	3	4	5	6	7	8	9	10	
Dealing with your letters & other communications											
Making clear what fee rate and fees would be charged											
Ability to build a rapport with you/your client											
Communication skills with you/your client											
Ability to grasp the relevant issues											
Quality of the services provided											
Speed with which the services were provided											
Cost of the services											

Question 3

Are there any particular comments you would like to make about the services Andrew provided, such as a few words about how good they were, or about how you think his services might be better? If so, please give details below. (If you wish, please continue on a separate sheet of paper and attach it to this Form).

Thank you for taking the time to complete this Feedback Form.

Complaints Procedure

ANNEXE 2 – COMPLAINT FORM

NOTES

- This Form is designed for complaints made about the professional services provided by Andrew Parsons as a barrister.
- If you have a complaint you do not have to use this Form but your complaint can be dealt with more quickly if you do.
- Please take as much time as you need to complete it and then return it:

BY EMAIL TO: ap@portsmouthbar.com

OR BY POST TO: Andrew Parsons, Victory House, 7 Bellevue Terrace,
Portsmouth, Hampshire PO5 3AT

ABOUT YOU

Your name(s)		
Your contact details	Your address	
	Your phone no.	
	Your e-mail	
Date on which you are completing this Form		

DETAILS OF YOUR COMPLAINT

In summary, what is your complaint and what would you like done about it?	
---	--

<p>Are you alleging the service Andrew Parsons provided to you was seriously poor?</p> <p>If so, please give brief details, explaining in what way you think it was seriously poor</p>	
<p>Are you alleging Andrew Parsons was negligent?</p> <p>If so, please give brief details, explaining in what way you think he was negligent</p>	
<p>Are you seeking compensation?</p> <p>If so, please give brief details of what compensation you are seeking and why</p>	
<p>Are there any other points or issues you would like to mention about your complaint?</p> <p>If so, please give brief details</p>	

When completing these details please feel free to continue on a separate sheet of paper and attach it to this Form.

Thank you for taking the time to complete this Form.