



NORTHERN CIRCUIT

COMPLAINTS PROCEDURE

1. This complaints procedure applies to acts and omissions of the Northern Circuit and of members conducting activities on behalf of or with the authority of the Northern Circuit.
2. This procedure does not apply to complaints made by clients concerning barristers or their employees.
3. Complaints of conduct which may amount to serious misconduct by a barrister may be reported to the BSB immediately or following investigation (typically where serious misconduct by a barrister is found). Barristers have a duty to report their own serious misconduct and serious misconduct by other barristers. It may be reasonable to investigate a complaint of serious misconduct (typically to throw light and clarification on the allegation) before taking the decision whether to report to the BSB, or even if the matter is reported.
4. Complaints should be raised within 4 weeks of the act or omission complained of unless there are exceptional circumstances leading to delay. The circumstances of any delay should be explained in the complaint.
5. Any complaint should be made in writing and sent as an attachment to an e-mail addressed to the Circuit Administrator at Admin@northerncircuit.org.uk.
6. We will endeavour to acknowledge your complaint by email within 14 days of receipt.
7. Upon receipt, your e-mail will be forwarded to the Circuit Secretary who will ask the Circuit Executive Committee to appoint a person to consider and respond to your complaint.
8. You will be informed by e-mail of the name of the person who has been appointed to consider and respond to your complaint and whether there is any further information that they require from you. At this time, you will also be given an indication as to when you will receive the outcome of your complaint.
9. If you have any queries concerning this procedure, then please contact the Circuit Administrator.