



## Complaints Procedure

Cerulean prides itself on the excellence of its service. If at any time you have any concerns about the quality of the services of our barristers, solicitors or members of staff you are invited to let us know as soon as possible.

In line with our friendly and open approach, in the first instance we would always encourage you to discuss any day-to-day concerns about the services of our staff directly with them. Any such concerns can also always be raised with any of our Team Leaders.

We would very much hope that the matter can be resolved at this point, and that you will be satisfied with the outcome. However, if you feel that the concern or matter you have raised has not been dealt with to your satisfaction, then you may wish to make a formal complaint. We set out the steps in our formal complaints procedure below.

### Formal complaints procedure

Please address your formal letter of complaint to Stuart Cakebread or Juliette Levy at Cerulean, Tallis House, 2 Tallis Street, London EC4Y 0AB. Please give the following details: your name and address, which member of staff you are complaining about; the detail of the complaint, and what you would like done about it. Within 21 days of your letter being received Stuart Cakebread or Juliette Levy will investigate the complaint. If your complaint is against Stuart Cakebread or Juliette Levy it will be investigated by the other. If your complaint is against both Stuart Cakebread and Juliette Levy it will be investigated by the Commercial Director. In any case, the person(s) investigating the complaint will be other than the person you are complaining about.

The person handling the investigation will write to you as soon as possible to let you know they have been appointed and that they will reply to your complaint within 21 days. If they find later that they are not going to be able to reply within 21 days they will set a new date for their reply and inform you. Their reply will set out: the nature and scope of their investigation; their conclusion on each complaint and the basis for that conclusion; and, if they find that you are justified in your complaint, their proposals for resolving the complaint.

### Confidentiality

All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. Such people will include the barrister, solicitor or other member of staff about whom you have complained. If such a complaint is made, we will assume that you are authorising those investigating the complaint to view all the papers or other correspondence relevant to the matter.

### Our policy

As part of our commitment to client care we will make a written record of any formal complaint.

### Complaints to the legal ombudsman

We hope that you will use our procedure. However, if you would rather not do so, or are unhappy with the outcome, you may have the choice of taking up your complaint with the Legal Ombudsman. You can write to the Legal Ombudsman at: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ Tel: 0300 555 0333 Website: <http://www.legalombudsman.org.uk>

### ADR approved bodies

In the event that it does not prove possible to settle your complaint using our formal complaints procedure, and all parties consent, alternative complaints bodies exist which are competent to deal with complaints about legal services. These include Ombudsman Services, Pro-Mediate and Small Claims Mediation. For further information please contact the Commercial Director.

#### Barristers and Solicitors

Regulated by the Bar Standards Board

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