

COMPLAINTS AND GRIEVANCES PROCEDURE

1. This Complaints and Grievances Procedure is circulated to all employees and members of Chambers. It is also provided on request to persons temporarily in Chambers (such as mini-pupils).

Informal complaints

2. Any person who wishes to make an informal complaint regarding a breach of the Equality and Diversity Policy, the Anti-Harassment Policy, the Parental Leave Policy, the Flexible Working Policy, the Reasonable Adjustments Policy, the Fair Access to Work Policy or any other matter concerning equality or diversity in Chambers, may raise the matter informally with Chambers' Equality and Diversity Officer (whose contact details are below), who will endeavour to agree an appropriate response.

Formal complaints

3. If any complainant wishes to make a formal complaint then the following process should be adhered to:
 - a. In the first instance, the complainant should provide written details of his or her complaint to Chambers' Equality and Diversity Officer;
 - b. Within 28 days of receipt of the complaint, Chambers' Equality and Diversity Officer will arrange a meeting ("the initial meeting") to take place between him/her, the complainant and the senior clerk. At that meeting, the parties will discuss the complaint and, if appropriate, endeavour to agree an appropriate response;
 - c. If, following 28 days after the initial meeting, the complainant is not satisfied that his/her complaint has been properly rectified, he/she may give notice in writing to the Head of Chambers asking him/her to consider the complaint further;

- d. Within 28 days of receipt of such notice in writing, the Head of Chambers, together with a nominated member of the Board of Chambers, shall consider the complaint and take whatever steps they consider necessary or appropriate in the circumstances.
4. At the date that this procedure was adopted:
 - a. Chambers' Equality and Diversity Officer is Lara Kuehl, who may be contacted at lara.kuehl@selbornechambers.co.uk or on 020 7420 9579.
 - b. The Head of Chambers is Mark Warwick QC, who may be contacted at mark.warwick@selbornechambers.co.uk or on 020 7420 9500.
5. Chambers' Equality and Diversity Officer should be the point of contact for all queries regarding this procedure.
6. This procedure was adopted on the date below and will be reviewed by Chambers' Equality and Diversity Officer in 12 months from that date.

Approved by the Board, 24 April 2019