LADR(Lamb Building ADR) Complaints Procedure

Our aim is to provide a good service at all times. If you are dissatisfied with the service that you have received from our mediators or staff members please register your complaint by telephone or in writing.

Click here for our contact details.

Telephone Complaints

If you are unhappy with the service you have received from a mediator in Chambers please telephone the Chair of LADR: Paul Randolph or alternatively the senior clerk: Gary Goodger. If your complaint is about Mr Randolph or Mr. Goodger then please call the head of chambers: Ami Feder.

Mr Randolph, Mr. Goodger or Mr. Feder, will discuss your complaint with you and every effort will be made to resolve the matter to your satisfaction. If you are not satisfied with the resolution of the matter, you will be invited to submit your complaint in writing so that it can be investigated formally. The procedure for the investigation of written complaints is set out below.

Written Complaints

Any written complaints should be addressed to the Chair of LADR or alternatively to the Head of Chambers; Ami Feder, and submitted within 14 days of the complaint arising.

When writing please ensure that you include the following details:

- Your name and contact details;
- The name of the mediator (s) you wish to complain about;
- The details of the complaint; and
- How you would like to see your complaint resolved

The Chair of LADR, or the Head of Chambers will consider any written complaint and, within 14 days of receiving your letter he, or a senior officer of LADR, or a member of Chambers appointed by him, will investigate your complaint. The person investigating the complaint will be someone other than the person(s) you are complaining about.

The person investigating your complaint will write to you as soon as possible to let you know that your complaint is being investigated. We endeavour to provide a written response to all such complaints as soon as possible and in any event within 14 days. If the person investigating your complaint finds that they will not be able to reply within this time you will be informed of the delay and a new date for reply will be given. The reply you receive will set out the following:

- The nature and scope of the investigation;
- The conclusion reached with regard to each complaint and the basis for this conclusion; and
- If it is found that you complaint is justified, the proposals for resolving the complaint.

Confidentiality

All conversations and documents relating to a complaint are treated as confidential and are only disclosed to other mediators or members of chambers to the extent that is necessary. Disclosure will usually be to the Chair of LADR, the Head of Chambers, Management Committee, Compliance Committee (which monitors compliance with this complaints procedure) and to anyone else involved in the complaint and its investigation. Such people will include the mediator or staff member(s) you have complained about and the person who investigates the complaint.

As part of our commitment to client care we make a written record of any complaint. Our Compliance Committee inspects the record regularly with a view to improving services.

Complaints to the Bar Standards Board

We hope that you will use our procedure. However if you would rather not do so or are unhappy with the outcome you do have the choice of taking up your complaint with the Bar Standards Board, the body that regulates barristers:

Complaints Department
The Bar Standards Board
289-293 High Holborn
London WC1V 7HZ
Tel: 020 7611 1444
Fax: 020 7831 9217
E-mail:**Complaints@BarStandardsBoard.org.uk**

Alternatively, you may wish to contact the Civil Mediation Council, via its Registrar, at registrar@civilmediation.org