

## **INTERNAL COMPLAINT HANDLING**

### **Costs Lawyer Standards Board**

**Effective Date: 6 June 2016**

#### **Introduction**

The following processes and procedures will be followed in the event of a complaint about the Costs Lawyer Standards Board (the "CLSB").

#### **1. A complaint is made about the CLSB or a non-executive CLSB staff member**

- (i) The executive will acknowledge receipt of the complaint in writing, within 5 working days.
- (ii) The executive will advise the Chair that a complaint had been received.
- (iii) The executive will fully investigate the complaint within 21 days.
- (iv) The executive will respond in writing to the complainant with full reasoning.
- (v) In the event the complainant is not satisfied with the outcome at executive level the executive will refer the matter to the Chair.
- (vi) The Chair will investigate further as required and will respond to the complainant within 21 days.
- (vii) The Chair may refuse to re-consider a complaint if they are of the view:
- (viii) The complaint has been dealt with fully and the CLSB has responded appropriately.
- (ix) It would be unreasonable to carry out a full review, for example the complaint is a minor one.
- (x) There is an opportunity for the CLSB and complainant to resolve the complaint.
- (xi) The decision of the Chair will be final.

#### **2. A complaint is made about an executive CLSB staff member**

- (i) The executive will refer the complaint to the Chair within 3 days.
- (ii) The Chair will acknowledge receipt of the complaint in writing, within 5 working days.
- (iii) The Chair will fully investigate the complaint within 21 days.
- (iv) Chair will respond in writing to the complainant with full reasoning.
- (v) The decision of the Chair will be final.