

ARDEN



CHAMBERS

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- Summary of events, on Gallagher's page; my Comments to his 13.11.03 'reply' to Rachman Andrew David Ladsky's 21.10.03 Part 36 offer
- For my complaints:
- Doc library # 2.3 , # 2.4 and # 3.2;
- Legal Services Ombudsman # 4

Ms N Klosterkotter-Dit-Rawè
3 Jefferson House
11 Basil Street
London SW3 1AX

The day before, in my 03.05.04 letter, I had replied to the Bar Council's 28.04.04 letter that I wanted it to deal with my complaint, as Arden Chambers had not even acknowledged it after 2 months.

4 May 2004

The BC replied on 06.05.04 with an implied threat.

Dear Ms Klosterkotter-Dit-Rawè

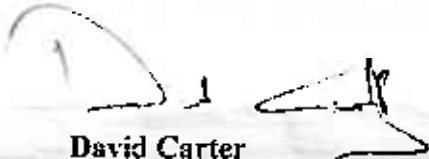
It was feeling very much like the 'Frustrate and discourage game' (header 2)

Your complaint against Stan Gallagher

Michael Scott, the Bar Complaints Commissioner, has asked Arden Chambers to investigate your complaint through our internal complaints procedure. Given Mr Scott's request, the second paragraph of my last letter to you is clearly redundant; whilst this matter is being dealt with under our internal procedure, please address all communications to me.

In the circumstances, I now enclose a copy of our procedure for your attention. You have of course forwarded to us copies of the documents that you sent to the Bar Council. If there is any other material that you would like taken into account when your complaint is considered, please let me have copies of it within the next two weeks. The matter will be dealt with as soon as possible thereafter and I will of course write to you with the outcome.

Yours sincerely


David Carter

Arden Chambers' complaints procedure

1. This procedure is concerned with complaints against members or pupils made by lay or professional clients or applicants for pupillage, tenancy or employment at Arden Chambers.
2. In the first instance, complaints must be directed to the practice manager (save where the complaint is about the practice manager, in which case the complaint should be directed to the member of the Management Committee in charge of practice management.)
3. If the complaint raises an issue regarding the professional conduct or competence of a member or pupil, it must be referred to the member of the Management Committee in charge of professional standards. Any other complaint must be considered by the practice manager.
4. The person considering the complaint may adopt any procedure s/he considers appropriate to the nature of the complaint.
5. Where the complaint concerns a matter of regarding the professional conduct or competence of a member or pupil, the member of the management committee investigating the complaint will ensure that the Head of Chambers is provided with details of each complaint within two months or once resolved (if sooner) and thereafter at stages of the complaint procedure to be agreed between them as appropriate to each one, until resolved.
6. Where a complaint is made out, and before it is communicated to the complainant, the member or pupil concerned may appeal to the Management Committee on giving written notice within one week of notification. The Management Committee has the power to confirm, quash or vary the finding that the complaint is made out.