

Mr Michael Scott
Complaints Commissioner
The General Council of the Bar
Northumberland House
303 – 306 High Holborn
London WC1V 7JZ

Ms N Klosterkötter-Dit-Rawé
3 Jefferson House
11, Basil Street
London SW3 1AX

Your Ref: PC 2004/0188/J

(By Recorded Delivery)

3 May 2004

cc. Mr David Carter, Arden Chambers

Dear Mr Scott

Reiteration of my request that you now deal with my complaint against Mr Stan Gallagher, Arden Chambers, London

Thank you for your correspondence dated 28 April in which you suggest I await a reply from Arden Chambers, and then contact you "if I am not subsequently satisfied".

I do not accept your proposed course of action for the following reasons:

1. (Aside from not being my problem), Arden Chambers were perfectly clear as to the procedure for handling complaints – as indicated in Mr Gallagher's email of 23 January 2004 last two paragraphs (copy already provided to you – document # 5):

"I am also asked by the Bar Council to inform you that my chambers has its own internal complaints and disputes resolution procedure, presided over by my Head of Chambers (Andrew Arden QC), that you may wish to avail yourself of, either instead of, or prior to making a complaint to the Bar Council, though, of course, the existence of this internal complaints procedure does not in anyway resist your right to complain to the Bar Council without first relying on the internal procedure."

In the event that you wish to use the internal Chambers complaints procedure, your complain should be addressed in writing to Andrew Arden QC at the address set out below"

2. As stated in my complaint to your Office, dated 5 April 2004, I sent my letter of complaint to Mr Andrew Arden on 26 January 2004 by 'Special Delivery'. This letter was delivered to Arden Chambers on 27 January at 11h56 (document # 11 already provided to you).
3. At the beginning of my letter of complaint to Arden Chambers I stated: *"I intend to complain to the General Council of the Bar about the way you have handled my case.... I am offering you the opportunity to respond to the following on which I intend to base my complaint"*.
4. As I also detailed in my complaint to your Office, on 5 April, at the time of writing, I had not received a reply. Therefore, by then, I **had given Arden Chambers a total of 10 weeks to reply to my letter.**

By writing the letter of complaint to Arden Chambers and giving them a very generous amount of time to reply, I have more than amply complied with your professional body's complaints guidelines.

I therefore now expect your Office to deal with my complaint **now** which includes taking into consideration the fact that Arden Chambers did not reply to my complaint – contrary to your professional body's guidance.

Yours sincerely



N Klosterkötter-Dit-Rawé

PS. I would like you to note that, as a result of my contacting West London County because Steel Services was not provided me with a Consent Order, the Court issued an order on 21 April 2004

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Arden Chambers
Building
2 Tower St
London
Postcode (optional) W.C.1.N.2.ES

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write details of where your item is going:

NAME Michael Scott
Complaints Team
Building
303-306 High Holborn
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