

## GRIEVANCE PROCEDURE (PUPILS)

### Introduction

1. It is the policy of Chambers to ensure that pupils with a grievance relating to their pupil supervisors, other barristers, clients, members of staff, other pupils or their pupillage can use a procedure which can help to resolve their grievances as quickly and as fairly as possible. This document sets out the procedure which applies if any pupil has any such grievance.

### Informal discussions

2. A pupil who considers that he or she has a grievance: about a pupil supervisor or their pupillage generally should discuss it informally with the pupillage committee secretary; or about another barrister, a client, a member of staff or another pupil should discuss it informally with their pupil supervisor. Chambers hopes that the majority of concerns will be resolved at this stage.

### Meeting

3. A pupil who considers that their grievance has not been resolved through informal discussions, should put their grievance in writing to the Head of Chambers.
4. The Head of Chambers will invite the pupil to attend a meeting to consider the grievance. The pupil should take all reasonable steps to attend this meeting. If the pupil wishes, he or she may choose to be represented or accompanied at this meeting by either a member or an employee of chambers.

5. The pupil will be notified of the decision of the Head of Chambers in writing within 5 working days of the meeting.
6. If the Head of Chambers considers it appropriate, they may delegate their function under this paragraph to another suitable member or employee of chambers.

## **Appeal**

7. If the matter is still not resolved to the pupil's satisfaction, the pupil should put his or her grievance in writing to the Grievance Committee within 5 working days of receipt of the written decision in relation to the grievance.
8. The Grievance Committee will consist of the Head of Pupillage and two Members of Chambers chosen by the Head of Chambers (but will not include any person who has dealt with the grievance previously or who is the subject of the grievance).
9. The pupil will be entitled to have an appeal meeting with the Grievance Committee to discuss the matter. The pupil must take all reasonable steps to attend this appeal meeting. Should the pupil wish, they may choose to be represented or accompanied at this meeting by either a member or an employee of chambers.
10. The Grievance Committee will give its decision in writing within 10 working days of the appeal meeting. The decision of the Grievance Committee will be final and binding (subject to any right that may exist to take the subject matter of the grievance to the Bar Standards Board or other relevant body).