

# CLIENT INFORMATION LEAFLET

## Mr Senghin Kong

1. Your solicitor has engaged me on your behalf to help you with your case. My work for you may involve giving advice, writing legal documents or representing you in a court, tribunal or meeting.
2. My registered address is the Chambers of Sarah Forshaw KC & Mark Heywood KC, 5 King's Bench Walk, Temple, London EC4Y 7DN (my 'Chambers'). You can find out more about me or request a copy of this leaflet using the details at the bottom of this page.
3. As a barrister, I must follow the Bar Code of Conduct and I am regulated by the Bar Standards Board. You can find out more at <https://www.barstandardsboard.org.uk/>.
4. I will use the information you provide to me for the purposes of carrying out your instructions, providing legal services to you, maintaining client records and practice management and development. I will comply with my professional duties of confidentiality and legal professional privilege. Insofar as I obtain personal data from you, I will handle it in accordance with my Privacy Policy, which is available on my profile on Chambers' website or can be sent to you on request.
5. I value all feedback. Please let me know, at any time, what you think. If anything is wrong, I would always want to know right away and to put it right. Please do not hesitate to raise any concerns with me, Chambers, or your solicitor. If you would like to speak to Chambers, please contact Chambers and ask for my Senior Clerk, Mr Lee Hughes-Gage.
6. If you wish to make a complaint, you should first refer to the matter either to me or Chambers in accordance with Chambers' complaints procedure. This can be sent to you by email or post upon request. You do not need to go through your solicitor in order to make a complaint to Chambers.
7. If you are not satisfied with the way Chambers handles your complaint you may be able to ask the Legal Ombudsman to consider your complaint. Normally you must bring a complaint to the Legal Ombudsman within six months of receiving a final response to your complaint from me or Chambers (provided the response specifically notifies you of your right to complain to the Legal Ombudsman and of the six month time limit).
8. You may also be able to complain directly to the Legal Ombudsman. A complaint to the Legal Ombudsman must be made not more than six years after the act or omission complained about or not more than three years from the date when you should reasonably have known that there were grounds for complaint.
9. Further details about how to make a complaint to the Legal Ombudsman, including details of those eligible to bring a complaint and the relevant time limits, can be found on the Legal Ombudsman's website at <https://www.legalombudsman.org.uk/> or by contacting:

Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) Telephone: 0300 555 0333

**Chambers of Sarah Forshaw KC & Mark Heywood KC**

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