



Client Care Information

At Senate House Chambers we expect our members to provide the highest standards of service to our clients. With this in mind we would like to take this opportunity to outline the key principles that we will work to when dealing with your matter. (These are not our terms of business, which will have been provided separately, nor are they our detailed policies).

Should you have any questions or points that you feel remain unanswered please feel free to contact our clerking team (in the first instance) on 01604 210979 and they will do all that they can to assist you further.

1. Service Standards

1.1. Our commitment to you

- 1.1.1. When booking Counsel we will do our best to provide you with your barrister of choice. If the requested member of Chambers is not available on the required date we will discuss the following options with you:
 - 1. The opportunity to “double book” the barrister in the hope that they become free
 - 2. Alternative barristers who are available and suitably experienced to act
 - 3. If no other members of chambers are available, alternative chambers
- 1.1.2. We make every effort to ensure that the same member of chambers acts for you throughout a matter.
- 1.1.3. However, if we identify an issue due to other unavoidable commitments (such as the overrunning of an existing trial) then we will highlight this to you immediately and discuss the potential options.
- 1.1.4. We will review all new briefs and respond to you within 7 days of receipt (unless otherwise agreed). If a matter is urgent this will be prioritised.
- 1.1.5. We will communicate clearly with you with regards to timescales, deadlines and other commitments.
- 1.1.6. We will attend court with plenty of time to allow discussion with yourself and your client. If for any reason we are delayed, for reasons beyond our control, we will take all reasonable steps to ensure that you are advised promptly.
- 1.1.7. All written work will be completed within 14 days of instruction, unless this has been otherwise discussed and agreed with you.

1.2. What we need from you

- 1.2.1. To ensure that we have sufficient time to prepare it is essential that instructions are sent in good time.
- 1.2.2. Trial bundles should be provided to the standard required by the Court. (If you provide electronic copies of trial bundles to us for us to print out and submit then we reserve the right to charge for the costs involved).
- 1.2.3. For us to act as effectively as possible for you prompt communication is critical. We request that you take all reasonable steps to keep us informed of any developments on a matter that may affect our service to you. In this way we can ensure that can react swiftly to possible issues that might arise.
- 1.2.4. In order to ensure that our advice is accurate and properly reflects the issues within a matter we need your commitment to:
 - a. provide updating papers as soon as practically possible
 - b. advise as immediately if a matter is resolved, the issues are narrowed or there is a variation in a matter

Failure to do so may impact on the relevance of advice provided and may lead to unnecessary costs.

2. General Policies

2.1. Basis of Fees / Terms of Business

- 2.1.1. We aim to provide very high quality service at competitive rates. Our clerking team are available to discuss levels and basis of fees with you. Our policy for fees and terms of business is also available on request or via the web-site.

2.2. Code of Conduct

- 2.2.1. Members of Chambers practise under the Bar Standards Board Code of Conduct of the Bar of England & Wales and adhere to Chambers policies and procedures.
- 2.2.2. We uphold the Bar Council's Policy for Equal Opportunity and Non-Discrimination. As we have difficulty in adapting our premises for disabled users, our policy is to travel for conferences where needed.

2.3. Complaints

- 2.3.1. We aim to deliver an excellent service to all our clients. However, if for any reason you should have an issue please contact our clerking team in the first instance on 01604 210979.
- 2.3.2. We take the concerns of our clients seriously and will be grateful to hear from you as it will help us to further improve our service.

- 2.3.3. Should your issue be more serious you have the right to complain formerly to Chambers. Our complaints policy can be found on our website or can be provided by our Clerks on request.
- 2.3.4. Any complaint will be treated with the upmost respect and care.
- 2.3.5. If you are dissatisfied, you are able to raise your complaint with The Legal Ombudsman (LeO) who can be contacted as follows: PO Box 6806, Wolverhampton WV1 9WJ, Tel: 0300 555033, Web: www.legalombudsman.org.uk. There are time limits for submission of a complaint to them. They will accept a complaint made within 6 years of the act or omission giving rise to the complaint. (For full details please see our policy and visit the LeO website).

2.4. Continuous Improvement and the future

- 2.4.1. At all times we look to review and further improve our service. We therefore welcome feedback from our clients as this is a key part of our learning and development process.
- 2.4.2. Occasionally we may conduct surveys of our clients to request more formal feedback. If selected for a survey we would be very grateful if you could spare a few minutes to respond.

Thank you again for your valued instructions and please do not hesitate to contact us if we can be of further assistance.

Michelle Christie and Lianne Murphy
Joint Heads of Chambers
Senate House Chambers