

Client Care Document and Terms of Business

Quality Standards

Paperwork: It is Chambers' policy that, if at all possible, instructions should be dealt with within 15 working days of receipt. This policy will be applied unless you agree to another deadline (shorter or longer), appropriate to your case. Any such agreement will be recorded on our computer system so that we can monitor progress against our commitment to you. Every attempt will be made to adhere to these arrangements but we will notify you as soon as possible in the unlikely event of our being unable to meet the deadline set. If a matter is required to be dealt with urgently, it would assist if you could contact us in advance and/or clearly mark the matter as 'urgent'.

Court Appearances: When you contact Chambers to book Counsel, we will advise you if the barrister of your choice has an existing commitment and establish your wishes as to use of alternative counsel. The size of Chambers, having over 150 members including 47 QC's, means that we can provide a breadth of expertise in each of our specialist areas. Should you wish to double-book, we will keep you informed as to likely availability as the court date approaches so that you may reassess your options. In the unusual circumstance that acceptable cover cannot be provided within Chambers, we will, if required, assist in finding Counsel for you.

Briefs: It is vital to the smooth and effective handling of a case that we have sufficient time to prepare for court appearances. Most cases now require skeleton arguments to be lodged in advance of the hearing, so it is therefore essential that instructions are sent giving ample time for preparation. For our part, we shall ensure that we arrive at court at least half an hour before the scheduled start time to allow time for discussion with yourself and your client.

Quality Management

Members of Chambers practice under the Code of Conduct of the Bar of England & Wales and adhere to Chambers policies and procedures. Related policies of interest to clients such as our Health & Safety and Equality Policies are available on request.

Basis of Fees

We strive to provide a very high-quality service at competitive rates.

Paperwork and Fee Estimates

Normally fees for paperwork are not agreed in advance however if an estimate is required, the Clerks (in liaison with the barrister concerned if necessary) will provide an approximate fee. The following factors are taken into account when providing such estimates and when compiling the fee-note:

- Total time taken to complete the work;
- Complexity of the matter;
- The amount / issues at stake.

Court Hearings

The basis for fees to be charged will be agreed in advance of the hearing. Fees for court work take into account the following factors:

- Estimated time required for preparation;
- Estimated time to be spent in Court;
- Case complexity;

- The amount / issues at stake;
- Seniority of the barrister;
- Whether an abnormal workload was placed on the barrister through late instruction / urgency of the work etc.;
- The degree to which specialist knowledge is required;
- Travelling / expenses likely to be incurred.

The Senior Clerk and the team are available to discuss levels and basis of fees with our clients and are happy to discuss alternative structures.

We will render a fee note for our work upon request, should there be a pause in proceedings, or at an appropriate stage in on-going litigation. We request our fees to be settled within 28 days of your receiving our fee note and you are asked to contact us should this not be acceptable to you. We would refer you to our [website](#) for the standard contractual terms for the supply of legal services which will apply to your work unless separate terms have been agreed in writing.

Direct Access to Barristers

Members of Chambers undertake direct access work in two forms, Licensed Access and Public Access.

Licensed Access allows members of a professional organisation, companies, firms and other organisations, to instruct a barrister directly provided they have a licence to instruct counsel from the Bar Council.

Public Access allows members of the public, commercial and non-commercial organisations to be able to instruct barristers directly on most civil matters.

Further information is available on our [website](#).

Conflicts of Interest

The clerks are organised into separate teams. Each team is assigned to individual barristers in such a way as to avoid conflicts of interest or any issue as to confidentiality with respect to other members of Chambers.

In matters where it becomes apparent that Members of Chambers are acting on behalf of opposing parties the following protocol will be strictly adhered to:

The instructing solicitor will be assigned an individual clerk with whom they should deal with directly and to whom email, faxes and papers should be addressed. Private alternative email addresses can be provided and arrangements can be made for incoming faxes to be received on separate faxes. Secure electronic diaries are in operation and not freely open for inspection by other persons.

Complaints

Chambers aims to provide the highest possible standards of advocacy, advice and service. Should you have any cause for complaint, please speak to our Senior Clerk, Alastair Davidson.

Our complaints procedure is available on our [website](#).

Terms of Business

- All time spent is recorded on the Lex System to ensure that the fees charged can be substantiated by specific work activities by the barrister.
- We will render a fee note for our work upon conclusion of the case or on request, should there be a pause in proceedings or at an appropriate stage in on-going litigation.
- We expect our fees to be settled within 28 days of your receiving our fee note. You are asked to contact us should this not be acceptable to you.
- We would refer you to our website for the contractual terms for the supply of legal services to authorised persons 2012 as amended in 2018 and 2020 which will apply to your work unless separate terms have been agreed in writing.

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