

Revised August 2010

Dear Sir/Madam,

INSTRUCTING MEMBERS OF ATLANTIC CHAMBERS: KEY INFORMATION

Thank you for your instructions. I am sending you this letter to inform you of some of our key policies and services.

INSTRUCTIONS FOR PAPERWORK

Where instructions are submitted to counsel for paperwork, they will normally be reviewed by counsel within 48 hours of receipt into Chambers. Paperwork received after 5 p.m. on a weekday will normally be classified as being received on the next working day unless arrangements have been made to the contrary.

The purpose of the review is to ensure that counsel is able to accept the instructions and to return the completed work before the expiry of any relevant limitation period and within the time marked on the backsheet. If no timescale is specified, Chambers aim to return all papers within 21 days. You are welcome to specify any earlier time for the return of the papers, by marking your requirements clearly on the backsheet.

Once the papers have been reviewed by counsel, in most cases the next thing will be the return of the papers within the specified time. Where counsel requests further information from you or there is some other reason why it is mutually decided that the work requested is not required within the original timescale, this will be confirmed to you. In some cases it may be necessary for us to approach you and ask for an extension of time for completion of the work. If that occurs, you will have the option of instructing other counsel if you wish and we will assist with that process.

INSTRUCTIONS BY E-MAIL

Chambers will accept instructions by e-mail, although Instructing Solicitors are advised to consult with the individual concerned about the timing of the message and the e-mail address to which it is to be sent.

Instructions sent by e-mail will not be deemed to have been received until they have been acknowledged by return e-mail or otherwise in writing by the intended recipient.

All barristers e-mail addresses are in the same format, e.g. scottdonovan@atlanticchambers.co.uk

BRIEFS TO APPEAR

Wherever possible, we shall endeavour to ensure that your choice of barrister is available but we cannot promise this for cases which have not already been fixed for hearing when the papers are received. All efforts will be made to resolve conflicts between professional engagements, but sometimes it will be necessary for us to suggest alternative counsel when the date is known.

Where the date of the hearing is known when the booking is made, we will advise you at that time of any foreseeable problems over counsel's attendance. You can then decide whether to instruct your chosen counsel in the light of those problems, or whether to nominate alternative counsel.

Where unforeseen problems arise over counsel's attendance we will inform you as soon as we can, and offer assistance in solving those problems.

FEES

In cases where there is no graduated fee scheme or other fixed scheme in operation, we will give an indication of counsel's likely fees when requested. On receipt of the papers, we will, in most cases, be able to quote a firm fee or hourly rate.

We charge fees which are geared to take account of the weight of the case, the experience of counsel, and the length of time which will be involved in carrying out the work.

Our policy is that privately funded fees should be paid within 3 months of completion of the work, except in criminal cases where they should be paid in advance of the completion of the case. Members of chambers accept instructions on a Conditional Fee Basis and also by Direct Access from recognised bodies.

DISABLED ACCESS

Level access is via the alternative entrance at 43 Castle Street. From our main entrance at 4-6 Cook Street you should go to the top of Cook Street, turn left into Castle Street and the entrance is on the left.

COMPLAINTS

Our Complaints Officer is Anne Whyte QC. Any complaints should be addressed to her and they will be dealt with in accordance with our complaints policy. You will be notified in writing of the outcome of her investigation.

FEEDBACK

We welcome all feedback. It is noted and used to improve our service. We therefore encourage you to let us know where we are succeeding or, more importantly, failing. I understand the pressures on your time, but the provision of feedback really does help us to improve our service to you. Any of our staff will take a note of any oral feedback you can give us, and we of course also welcome written material. We have an online feedback form at <http://www.atlanticchambers.co.uk/File/feedback.php> to assist you.

Where the Complaints Officer decides that feedback raises issues which should be dealt with under the Complaints System, he will so advise you.

EQUAL OPPORTUNITIES

We are an equal opportunities Chambers and we operate an equal opportunities policy to prevent discrimination on grounds of race, colour, national or ethnic origin; nationality or citizenship; gender, marital status or sexual orientation; age, religion, political persuasion or disability. Our staff and members of Chambers are all required to

follow the policy to ensure that discrimination does not occur. Our Equality & Diversity Officer is Martin Mensah to whom any enquiries or requests for information may be made.

OUR STAFF

We have 13 staff, split into two teams, Clerking and Administration Services. Lee Cadwallader is Head Clerk and I am Head of Marketing and Business Development. We have dual responsibility for the smooth and efficient running of Chambers. Gary Quinn is our Deputy Head Clerk and Julie Evans our Administrator.

All staff e-mail addresses are in the same format, e.g. allan@atlanticchambers.co.uk.

FURTHER INFORMATION

Can be obtained from our website at www.atlanticchambers.co.uk;

Thank you for instructing Atlantic Chambers your business is valued and greatly appreciated.

Yours faithfully,

Allan Weston

Head of Marketing & Business Development

CCL2

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Head of Marketing: Allan Weston



Atlantic Chambers are committed to maintaining the highest possible level of client care and services standards. Details of our key policy statements can be found on our web site at www.atlanticchambers.co.uk . Hard copies are available on request