

Dear Sir/Madam,

**Client Care & Service Standards**

Atlantic Chambers was one of the first chambers in the country to achieve the Quality Mark Service Standard as audited by the Legal Services Commission. To ensure that we continue to meet the high standards demanded by the LSC we seek feedback as to the quality of the services we provide. Your assistance in this regard will be greatly appreciated. The information collected will be treated in confidence, but used to form a picture of where we are strong, and where we are weak.

I enclose a form for completion, and suggest that the easiest way to deal with it is simply to fax it back to chambers to either 0151 236 1559 or 0151 227 3005 marking it for my attention.

Thank you in advance for taking time to supply comments. I very much hope that the present process will bring benefits to you and your clients over the years to come.

While writing, I would also like to thank you for deciding to use these Chambers. We value our connection with your firm very highly, and would encourage you always to discuss any problems with our service with me when they arise. Our Complaints Officer is Thomas Eaton who handles complaints under our internal procedure.

Feedback is collected and examined regularly and can be delivered via our website, which can be found at [www.atlanticchambers.co.uk](http://www.atlanticchambers.co.uk), so please feel free to make comments (positive or negative) whenever you wish.

Yours faithfully,

***Allan Weston***

Head of Support Services

**4-6 Cook Street, Liverpool L2 9QU**

Tel: 0151 236 4421/8240 Fax: 0151 236 1559/227 3005 DX: 14176 Liverpool

E-mail: [info@atlanticchambers.co.uk](mailto:info@atlanticchambers.co.uk) Web: [www.atlanticchambers.co.uk](http://www.atlanticchambers.co.uk)

Head of Clerking: Lee Cadwallader Chancery Clerk: Gary Quinn

Head of Support Services: Allan Weston



**Client Feedback Form**

Name:           **«CtctName»**

Firm:            **«InstName»**

Address:       **«InstAdd1»**  
                  **«InstAdd2»**  
                  **«InstAdd3»,**  
                  **«InstDX»**

Barrister:      **«BarName»**

Case:           **«CaseNme1» «CaseNme2» «CaseNme3» «CaseNme4»**  
                  **«CaseNme5»...**

Chambers Ref: **«CaseNo» / «CaseTyp1»**

Solicitor Ref:  **«SolRef»**

Date of last work by Counsel on this case [or date billed if Family or Criminal case]:  
**«DteLstWk»**

Date form completed:

## GENERAL COMMENTS AND FEEDBACK

### 1 OVERALL SERVICE

How did you rate the overall service provided by Atlantic Chambers in this case?

Please circle the appropriate score:

- |    |   |                  |
|----|---|------------------|
| 1. | = | Very good        |
| 2. | = | Good             |
| 3. | = | Fair             |
| 4. | = | Not satisfactory |

### 2 COMMUNICATION AND CLIENT CARE

- |   | Yes | No  | N/A |
|---|-----|-----|-----|
| • Did you understand the basis of fee charging at the outset?   | [ ] | [ ] | [ ] |
| • Did the fee note provide sufficient information?  | [ ] | [ ] | [ ] |
| • Did the fee represent value for money?  | [ ] | [ ] | [ ] |
| • If your instructions requested paperwork were you informed of the expected timescale for return of work?<br>[ ]   |     | [ ] | [ ] |
| • Were you informed of any factors likely to cause delay?   | [ ] | [ ] | [ ] |
| • Did you receive sufficient information regarding progress?  | [ ] | [ ] | [ ] |
| • Was the barrister approachable and easy to liaise with?   | [ ] | [ ] | [ ] |
| • If your instructions related to a court appearance were you informed of the hearing outcome if not in attendance? | [ ] | [ ] | [ ] |

**Please make any comments, particularly if you have answered no to any of the above.**

### 3 PREPARATION AND ADVOCACY

- | Was the barrister:                                     | Yes | No  | N/A |
|--|-----|-----|-----|
| • Appropriately informed of the details of the case?   | [ ] | [ ] | [ ] |
| • Well prepared when arriving at meetings or court?    | [ ] | [ ] | [ ] |
| • Knowledgeable and experienced to deal with the case? | [ ] | [ ] | [ ] |
| • Persuasive and logical with arguments in hearings?   | [ ] | [ ] | [ ] |

Please make any comments, particularly if you have answered no to any of the above.

**4**      **CONFIDENTIALITY**

- |   | Yes | No  | N/A |
|---|-----|-----|-----|
| Did the barrister   |     |     |     |
| • Provide the appropriate level of privacy in meetings or at court? | [ ] | [ ] | [ ] |
| • Advise client of any appropriate confidentiality issues?          | [ ] | [ ] | [ ] |

Please make any comments, particularly if you have answered no to any of the above:

**5**      **RETURNS/REASSIGNMENTS**

If the chosen barrister or Atlantic Chambers was unable to provide the appropriate services:

- |   | Yes | No  | N/A |
|---|-----|-----|-----|
| • Were you advised of the fact in adequate time?            | [ ] | [ ] | [ ] |
| • Were you given reason for the reassignment?               | [ ] | [ ] | [ ] |
| • Was the reason for reassignment satisfactory?             | [ ] | [ ] | [ ] |
| • Were any additional cost implications discussed with you? | [ ] | [ ] | [ ] |
| • Was help offered to find counsel from other chambers?     | [ ] | [ ] | [ ] |

Please make any comments, particularly if you have answered no to any of the above:

**6**      **COMPLAINTS HANDLING**

- |   | Yes | No  | N/A |
|---|-----|-----|-----|
| • Do you know who to make any complaint to?   | [ ] | [ ] | [ ] |
| • If you made a complaint:                    |     |     |     |
| ▪ Was it dealt with in a satisfactory manner? | [ ] | [ ] | [ ] |
| ▪ Was the outcome satisfactory?               | [ ] | [ ] | [ ] |

Please make any comments, particularly if you have answered no to any of the above.

**7 CLERKING & ADMINISTRATIVE SERVICE**

How did you rate the Clerking & Administrative service provided by Atlantic Chambers?

Please circle the appropriate score:

- 1. = Very good
- 2. = Good
- 3. = Fair
- 4. = Not satisfactory

Please make any comments regarding the Clerking & Administrative support or any individual member of staff.

**8 REPEAT BUSINESS & REFERRALS**

- Would you use Atlantic Chambers again? Yes [ ] No [ ]
- Would you recommend Atlantic Chambers? Yes [ ] No [ ]
- Have you recommended Atlantic Chambers? Yes [ ] No [ ]
  
- Would you use this barrister again? Yes [ ] No [ ]
- Would you recommend this barrister? Yes [ ] No [ ]
- Have you recommended this barrister? Yes [ ] No [ ]

Please make any comments, particularly if you have answered no to any of the above.

