

## CHAMBERS EVALUATION FORM

This form seeks feedback in accordance with Quality Mark for the Bar, asking questions in relation to your use of chambers, the service provided by chambers generally and the individual barrister instructed.

**NAME OF FIRM:**

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**ADDRESS OF FIRM:**

**NAME AND POSITION OF PERSON COMPLETING THE FORM:**

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**NAME OF CASE**

**REFERENCE NUMBER (IF APPROPRIATE)**

**NAME OF CLIENT**

**NAME OF BARRISTER:**

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**PERIOD IN WHICH THE RELEVANT WORK WAS UNDERTAKEN:**

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**DATE OF COMPLETION OF FORM:**

### **Communication and Client Care**

**1. The professionalism of the clerks at chambers is**

- A Excellent**
- B Very good**
- C Good**
- D Fair**
- E Poor**

2. **Did the clerk inform you of:**

**Expected timescale?**

**Yes/No**

**Fees for work?**

**Yes/No**

**Any factors likely to cause delay?**

**Yes/No/Not applicable**

3. **Did chambers provide the appropriate level of confidentiality/privacy?**

**Yes/No**

**Returns/Reassignments (where appropriate)**

4. **If chambers were unable to provide the appropriate services:**

**Was help offered to find counsel from another chambers?**

**Yes/No/Not applicable**

**Were you given a reason for reassignment?**

**Yes/No/Not applicable**

**Advocacy and Preparation**

5. **Was the barrister dealing with your case:**

**Sufficiently knowledgeable about the details of the case?**

**Yes/No**

**Reasonably prepared when arriving at meetings or court?**

**Yes/No**

**Approachable?**

**Yes/No**

- 6. Where a representative of your firm was not present at the proceedings, did chambers inform you of the outcome of the case:**

**Orally? Yes/No/not applicable**

**In writing? Yes/No/not applicable**

**Complaints**

- 7. Do you or did you have any formal complaint that you made or would like to make to chambers**

**Yes/No**

- 8. If you made a complaint was it dealt with in a satisfactory manner**

**Yes/No/Not applicable**

**General**

- 9. Would you use this chambers again?**

**Yes/No**

***(If no please give reasons)***

**Thank you for taking the time to fill in this questionnaire. If you have any other queries/comments please put them at the end of this form.**

**No information in this form will be treated as a complaint, unless you specifically request that it be treated as such.**

**If you wish to make a formal complaint, a copy of our complaints procedure can be found on our website, [www.kingschambers.com](http://www.kingschambers.com) under the service standards section, or alternatively please contact us and we will forward a copy to you.**