

SERVICE STANDARDS

We are committed to providing our clients with high quality, specialist legal services through Barristers with the highest reputation for advocacy, knowledge and professional standards.

OUR COMMITMENT

Availability:

We are able to accept instructions or briefs at any time between 8.30 a.m. and 7.00 p.m. Our Senior Clerks are also available outside of these hours on their mobile phones. For details of current mobile phone numbers please view the [Clerks](#) section of the website.

Instructions:

We accept instructions from all those permitted so to do under the rules of the General Council of the Bar. We welcome instructions from overseas lawyers and through the Licensed Access Rules (formerly known as Direct Professional Access).

We will acknowledge receipt of all instructions in writing.

We will allocate papers to barristers in the sequence below:

- Named barrister first, without further confirmation with the client. If the named barrister is unavailable to deal with the papers within a specified time limit then we will contact the client and recommend;
- An alternative barrister of the same or similar level of call and capability and only allocate papers to that barrister after discussion and confirmation with the client, or
- Alternative barristers of different call and experience and only allocate papers to that barrister after discussion and confirmation with the client.

If after this process we are unable to provide a barrister to deal with the papers satisfactorily within an agreed time limit we will return the papers.

We will confirm that the papers can be dealt with by the agreed barrister within the time limit agreed with the client.

If required, we will provide a written quotation of the basis upon which fees will be charged within 2 working days of receipt of instructions.

If, after having accepted instructions, it subsequently becomes apparent that the Barrister will be unable to return the papers within the agreed time limit, the barrister's clerk will promptly contact the client. The clerk will then agree either a revised time limit or alternative counsel who are suitably experienced and can meet the original deadline. If no such agreement can be reached, the papers will be returned.

Conferences:

We are happy to attend conferences at the location of the client's choice. If this involves an additional cost, the basis of the charge will be communicated when the conference is booked.

We are able to provide conference facilities in Chambers. In the rare event that these facilities are unavailable after a conference has been booked we will contact the client promptly to make acceptable alternative arrangements.

In circumstances in which an urgent conference is required, we will make all attempts to achieve what has been requested.

If a note of the conference is required by the client, counsel will either agree that person's note or provide a written note of the advice given in conference within 7 working days of the request being made.

Our premises in Manchester are equipped with the latest Video Conferencing equipment and as such we are able to offer this facility to our clients. If this involves an additional cost, the basis of the charge will be communicated upon booking the conference.

Briefs:

Where a brief is delivered and accepted, or a retainer is agreed, Chambers undertake, subject to unavoidable circumstances and having agreed the matter with the client, to ensure that the chosen Counsel attends the hearing for which he/she has been retained.

In the event of unavoidable circumstances arising, the client will be contacted promptly and we will either agree an alternative Counsel or, in default of agreement, cancel the retainer and return the brief immediately.

Conflicts of interest:

Conflicts of interest will be identified as soon as possible and brought to the client's attention promptly.

Unavoidable circumstances:

For the purpose of these terms, unavoidable circumstances shall include illness, another case unexpectedly overrunning or a mandatory commitment being unexpectedly listed.

Fees:

The basis of fees to be charged will be agreed in advance of work being performed and a written quotation will be provided on request.

The basis upon which fees are charged will take into consideration a number of factors including:

- Seniority and experience of Counsel required
- Time taken to complete the work
- Length of case and commitment required
- Complexity, seriousness and value of the case
- Expenses incurred including travel and accommodation

Fee notes:

Fee notes will be submitted for all work performed. This will usually be within 7 days thereof.

Payment:

We ask for payment of our fee notes within 60 days of issue save where there is a prior agreement to the contrary.

Assistance from clients:

In order for excellent service to be provided to our clients we need assistance from those instructing us. In order for counsel to adequately represent or otherwise advise a client on a case it is important that sufficient time is given for preparation when instructions or briefs are submitted. In this respect we offer the following guidance:

- In cases needing a skeleton argument we require a brief to be delivered not less than 7 working days before trial. In cases of high or unusual complexity this time period may need to be longer. Additionally, special rules apply in some areas of work. For example, in the Administrative Court applicants need to lodge their skeleton arguments 21 working days before the date of trial and respondents need to lodge their skeleton arguments 14 working days before that date. Special rules also apply in the Court of Appeal and in the House of Lords. Our clerks will be pleased to advise you of specific requirements as necessary.

- In matters of unusual complexity we require a brief to be delivered not less than 10 working days before trial or 7 days before the date for submission of a skeleton argument.
- In all other instances we require briefs or instructions to advise in conference to be delivered not less than 3 working days in advance save in cases of obvious urgency.

Data Protection Act:

All members of Kings Chambers are registered under the Data Protection Act.