

KINGS CHAMBERS

A SET APART FROM THE REST



CHAMBERS EVALUATION FORM

We would like to ask you a few questions about your experience in relation to your use of chambers, the service provided by chambers generally and the individual barrister instructed. The questionnaire should take no more than a few minutes to complete. Your responses are confidential and you will not be identified in the survey results. They will be used to assist us with ensuring we maintain the highest standards.

Name of Firm:

Address of Firm:

Name and Position of Person Completing the Form:

Name of Case: Reference Number (If Appropriate):

Name of Client:

Name of Barrister:

Period In Which The Relevant Work Was Undertaken:

Date of Completion of Form:

Kings Chambers

T: 0345 034 3444

E: clerks@kingschambers.com

Manchester

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Manchester, M3 3FT

DX: 718188 MCH 3

Leeds

5 Park Square,
Leeds, LS1 2NE

DX: 713113 LEEDS PARK SQ

Birmingham

Embassy House, 60 Church Street,
Birmingham, B3 2DJ

DX: 13023 BIRMINGHAM

COMMUNICATION AND CLIENT CARE

- 1) The professionalism of the clerks at chambers is:
- 2) Did the clerk inform you of:
 - Expected timescale:
 - Fees for work:
 - Any factors likely to cause delay:
- 3) Did chambers provide the appropriate level of confidentiality/privacy?

If No, please provide details:

- 4) If chambers were unable to provide the appropriate services:
 - Was help offered to find counsel from another chambers?
 - Were you given a reason for reassignment?

ADVOCACY AND PREPARATION

- 5) Was the barrister dealing with your case:
 - Sufficiently knowledgeable about the details of the case?
 - Reasonably prepared when arriving at meetings or court?
 - Approachable?
- 6) Where a representative of your firm was not present at the proceedings, did chambers inform you of the outcome of the case:
 - Orally?
 - In writing?

COMPLAINTS

7) Do you or did you have any formal complaint that you made or would like to make to chambers?

8) If you made a complaint was it dealt with in a satisfactory manner?

If No, please give reasons:

9) Would you use this chambers again?

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 under the service standards section, or alternatively please contact us and we will forward a copy to you.