

# KINGS CHAMBERS

## A SET APART FROM

### THE REST



Document	Service Standards
Version	1.4
Date	September 2022
Date of Next Review	September 2023
Classification	Public

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 08:30 and 18:00 Monday to Friday. The Director of Clerking, Chief Clerks and Senior Clerks are also available outside of these hours remotely and contact details are listed on our website <https://www.kingschambers.com>

### INSTRUCTIONS

We accept instructions from all those permitted to do so under the Bar Council rules. We welcome instructions from overseas lawyers and through the Licensed Access Rules. We will acknowledge receipt of all instructions in writing.

We will allocate papers to barristers in the following sequence:

1. Named barristers first, without further confirmation with the client;
2. 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; and/or
3. Alternative barristers of different call and experience and only allocate papers to that barrister after discussion and confirmation with the client;
4. 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 also provide a written quotation of the basis upon which fees will be charged.

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 those instructing us. The clerk will then agree either a revised time limit or an alternative counsel who are suitably experienced and can meet the original deadline. If no such agreement can be reached, the papers will be returned.

## PAPERWORK

Where possible, instructions will be dealt with within the prescribed timetable in accordance with Kings Chambers policy. Every attempt will be made to adhere to these arrangements; in the unlikely event it becomes clear that achieving this deadline should not prove possible, a member of the Clerking team will contact you with a revised date of when the paperwork will be completed.

## 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.

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 video conferencing technology 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, Kings 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.

## CLIENT CONFIDENTIALITY

In matters where members of Kings Chambers are acting on behalf of opposing parties the following protocol will be strictly adhered to:

The instructing solicitor will be assigned an individual clerk with whom they should deal with directly and to whom e-mails, faxes and papers should be addressed. Private alternative e-mail addresses can be provided and arrangements can be made for incoming faxes to be received on separate faxes. Secure electronic diaries are in operation and not freely open for inspection by other persons.

## PAPERS

Having been addressed to the respective clerk, all papers delivered will be handed to the barrister directly.

If appropriate, code names can be used to remove any indication on the outside of the papers as to what matter they relate. Counsel at Kings Chambers undertake that they will remain vigilant at all times when instructed on such matters.

### **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

Kings Chambers is committed to providing a high quality service at competitive rates. The basis on which fees are to be charged can be agreed by a member of the Clerking team 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

We will render a fee note for our work upon request, should there be a pause in proceedings or at an appropriate stage in on-going litigation. We request our fees to be settled within the timescale prescribed within our contractual terms. For our part, we adhere to the Bar Council's Code of Practice in respect of progressing payment of our fees.

## FEE NOTES

Fee notes will be rendered for all work performed, usually within 7 days thereof.

### **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:

- Most cases now require a skeleton argument to be lodged prior to the hearing. To allow us to prepare this in good time we require a brief to be delivered not less than 7 working days before trial for all trials with an estimated length of one day or more. In cases of high or unusual complexity this time period may need to be longer. Additionally, special rules apply in some areas of work e.g. in the Administrative Court applicants to lodge their skeleton arguments 21 working days before the date of the 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 Supreme Court. 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

Kings Chambers, its Members and its staff are keenly aware of their obligations to protect and safeguard data and are committed to complying with all aspects of relevant data protection law including but not limited to the General Data Protection Regulation.

## COMPLAINTS

We aim to provide the highest possible standards of all aspects of service at all times. In the event you have any cause for complaint, Chambers has procedures in place to ensure that complaints will be given proper attention and an appropriate resolution.

Our complaints procedure can be obtained from our website: <https://www.kingschambers.com/about-us/complaints>