



## Client Care Letters

### Civil

Dear Sir/Madam

Thank you for your Instructions on the above-named case which have been placed before Counsel. As part of York Chambers' Quality Assurance Procedures I should like to describe, in summary, details of our Client Care Policy.

**Timescale:** Opinions and Pleadings will be returned as soon as possible but in any event our aim is within 21 days. If for some reason this is not possible we will contact you to discuss and agree a revised time estimate.

**Fees:** Where we do not have a pre-determined fee structure with yourselves a Clerk will contact you to discuss the likely level of fees for this particular piece of work within 5 working days.

**Confidentiality:** We recognise that communication with yourselves can be privileged and sensitive. E-mails and fax transmissions are accessed only by the Clerks to ensure confidentiality, particularly when Members of Chambers are on opposite sides of the same case. We have invested in the most up to date I.T. systems, which assists in identifying at the earliest possible stage any potential conflicts of interest. Where such conflicts arise they will be brought to your attention immediately.

**Equal Opportunities:** York Chambers are committed to our Equal Opportunities Policy. Please visit our Website at [www.yorkchambers.co.uk](http://www.yorkchambers.co.uk).

**Complaints:** Chambers pledge to continue development to a premier standard, supported by the best management and administration systems to optimise efficiency and use of resources. Accordingly, any complaints will be handled with care through our client complaint procedure in the hope and expectation that they can be speedily resolved, and Chambers can improve its service. Details can be found on our Website.

**Payment of Fees:** Unless we have a pre-determined agreement with you to the contrary, it is Chambers' policy to ask for fees to be paid within 21 days of receipt of the fee note. Please inform me if this is not going to be possible.

If you have any queries arising from this letter I would be delighted to either speak with you over the telephone or if you prefer visit you at your offices.

Yours faithfully

Kevin Beaumont  
Senior and Employment Clerk

Howard Marsden  
Civil Clerk



## Client Care Letters

### Crime

Dear Sir/Madam

Thank you for your Instructions on the above-named case which have been placed before Counsel. As part of York Chambers' Quality Assurance Procedures I should like to describe, in summary, details of our Client Care Policy.

**Timescale:** Bar Standard forms will be returned to the Crown Prosecution Service within the target period. In defence cases, Advices will be dispatched within 7 days. If for some reason this is not possible we will contact you to discuss and agree a revised time estimate.

**Fees:** Where we do not have a pre-determined fee structure with yourselves we will contact you to discuss the likely level of fees for this particular piece of work within 5 working days.

**Confidentiality:** We recognise that communication with yourselves can be privileged and sensitive. E-mails and fax transmissions are accessed only by the Clerks to ensure confidentiality, particularly when Members of Chambers are on opposite sides of the same case. We have invested in the most up to date I.T. systems, which assists in identifying at the earliest possible stage any potential conflicts of interest. Where such conflicts arise they will be brought to your attention immediately.

**Re-Allocation:** Whenever a case needs to be re-allocated those Instructing will be contacted immediately and either the case will be returned to an appropriate Barrister within Chambers or a suitable Barrister from another set of Chambers at the Instructing Solicitors' request.

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**Complaints:** Chambers pledge to continue development to a premier standard, supported by the best management and administration systems to optimise efficiency and use of resources. Accordingly, any complaints will be handled with care through our client complaint procedure in the hope and expectation that they can be speedily resolved, and Chambers can improve its service. Details can be found on our Website.

**Payment of Fees:** Unless we have a pre-determined agreement with you to the contrary on privately paid cases, it is Chambers' policy to ask for fees to be paid within 21 days of receipt of the fee note. Please inform me if this is not going to be possible.

If you have any queries arising from this letter I would be delighted to either speak with you over the telephone or if you prefer visit you at your offices.

Yours faithfully

Craig Mead  
Senior Criminal Clerk



## Client Care Letters

### Family

Dear Sir/Madam

Thank you for your Instructions on the above-named case which have been placed before Counsel. As part of York Chambers' Quality Assurance Procedures I should like to describe, in summary, details of our Client Care Policy.

**Timescale:** Paperwork will be returned as soon as possible but in any event our aim is within 21 days. If for some reason this is not possible we will contact you to discuss and agree a revised time estimate.

**Fees:** Where we do not have a pre-determined fee structure with yourselves a Clerk will contact you to discuss the likely level of fees for this particular piece of work within 5 working days.

**Confidentiality:** We recognise that communication with yourselves can be privileged and sensitive. E-mails and fax transmissions are accessed only by the Clerks to ensure confidentiality, particularly when Members of Chambers are on opposite sides of the same case. We have invested in the most up to date I.T. systems, which assists in identifying at the earliest possible stage any potential conflicts of interest. Where such conflicts arise they will be brought to your attention immediately.

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**Complaints:** Chambers pledge to continue development to a premier standard, supported by the best management and administration systems to optimise efficiency and use of resources. Accordingly, any complaints will be handled with care through our client complaint procedure in the hope and expectation that they can be speedily resolved, and Chambers can improve its service. Details can be found on our Website.

**Payment of Fees:** Unless we have a pre-determined agreement with you to the contrary, it is Chambers' policy to ask for fees to be paid within 21 days of receipt of the fee note. Please inform me if this is not going to be possible.

If you have any queries arising from this letter I would be delighted to either speak with you over the telephone or if you prefer visit you at your offices.

Yours faithfully

Alison Dickason  
Senior Family Clerk