

# WHITESTONE CHAMBERS

*Barristers*

**Whitestone  
Chambers**

Chambers of Lawrence Power  
4 King's Bench Walk, Temple.  
London EC4Y 7DL.

## CLIENT CARE POLICY

*(April 2018)*

## **Client Care Policy**

### **Introduction**

Whitestone Chambers is managed by Mr Lawrence Power who acts as head of chambers. It is operated in line with a constitution agreed by all the barristers who work in the chambers (office). Whitestone is regulated by the Bar Standards Board and is subject to independent regulation and audit by them.

### **Roll of Administration Team**

Whitestone Chambers is staffed by an administrative team led the head of legal operations Robert Pidgeon. The administrative team are a client's first point of contact and can assist and advise on the suitability of a barrister and provide an estimate of time and fees for any piece of work. The Head of Legal Operations is supported at Whitestone by the business development, a personal assistant and support staff. Financial operational matters are dealt with independently by the finance director.

### **KYC, Money Laundering & Conflict of Interest Checks**

Both KYC and money laundering checks will be made when a new client wishes to engage our legal and advisory services. A conflict of interest check will be carried out by the Head of Legal Operations upon receipt of a legal instructions and alternative arrangements made, including the transfer to other lawyers, if required.

### **Fees**

The client will always be advised prior to or at the time of engaging a barrister of the basis of and calculation of charges/fees. An estimate of costs will be given for privately funded work. Please be aware that factors in a case could occur that would make us review the fees agreed with the client.

### **New Cases, Briefs and Instructions**

Counsel will review new instructions and briefs within 3 days of receipt (or sooner if urgent attention is required) to review papers and confirm they are able to complete instructions by the required date. If this is not possible then a revised date will be suggested to you, if this for any reason is not acceptable, the papers will return to the clerks for the papers to be reallocated in agreement with instructing solicitors or the public access client.

If a brief needs to be reallocated due to factors beyond chambers' control, then the client will be advised by telephone at the earliest opportunity and the brief reallocated to a barrister of equal standing and experience, only with the prior agreement of the client.

### **Paperwork**

It is our policy that all paperwork be returned to you completed within 14 days unless you agree another deadline (shorter or longer) appropriate to your case. If a matter is required to be dealt with urgently, it would assist us if contact were made in advance or if instructions were clearly marked as urgent. All paperwork will be recorded on our computer system so that we can monitor and adhere to the arrangement in place. We will notify you in the unlikely event of our being unable to meet the deadline set.

### **Work in Progress**

During the progression of a case, the client will be kept informed of the outcome of a court appearance and of the next stage of the case. We will of course arrange any conferences that need to take place and any paper work targets that have been set.

### **Closing of a Case**

After a case has been completed a final invoice/ fee note will be submitted along with any case papers received to date no more than 10 days after completion. Archiving is also available in chambers on a case by case basis.

### **Complaints Procedure**

A copy of our complaints procedure can be made available upon request and can be downloaded from our website at [www.whitestonechambers.com](http://www.whitestonechambers.com)

### **Disabled Access**

Whitestone have set up its conference facilities on the ground floor of the building to provide disabled access for our client's.

### **Multimedia and Internet Facilities**

We offer a wide range of facilities in chambers which include wireless internet and desktop client PC's, audio visual playback on all formats; white board presentation equipment that includes MAC and PC formats.

This policy will be reviewed by 31 March 2019.

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