

New Walk Chambers

Feedback Form

Thank you for your interest in using our Chambers. We would be grateful if you could provide us with feedback about the services provided to you by our Chambers. We monitor our clients' feedback in order to improve the standard of service we provide where necessary.

Name:

Firm:

Address:
.....
.....

Name of Barrister:

Name of Client:

Case Reference:

Date form completed:

Period in which the relevant work was undertaken:

"Yes", "No" and "Not Applicable" "N/A" boxes should be ticked as appropriate.

Please provide explanatory comments if you wish on our standard of service in the spaces provided.

Thank you for taking the time to complete our questionnaire.

1 Service Level

How would you rate the overall service provided by New Walk Chambers?
Please tick the overall score:

- | | |
|----|------------------|
| 1. | Very good |
| 2. | Good |
| 3. | Fair |
| 4. | Not satisfactory |

2 Client care and communication

	Yes	No	N/A
Was the basis of fee charging explained to you at the outset?	[]	[]	[]
Did the fee note provide sufficient information on work done?	[]	[]	[]
Did the fee represent value for money?	[]	[]	[]
Were you informed of the expected timescale for return of work?	[]	[]	[]
Were you informed of factors likely to cause delay and why?	[]	[]	[]
Were you kept informed of progress?	[]	[]	[]
Was the barrister approachable and easy to liaise with?	[]	[]	[]
Were you informed of the hearing outcome if not in attendance?	[]	[]	[]

Please make any comments, particularly if you have answered no to any of the above.

3 Preparation and advocacy

Was the barrister dealing with your case:	Yes	No	N/A
Appropriately informed of the details of the case?	[]	[]	[]
Well prepared when arriving at meetings and court?	[]	[]	[]
Knowledgeable and experienced to deal with the case?	[]	[]	[]
Persuasive and logical with arguments in hearings?	[]	[]	[]

Please make any comments, particularly if you have answered no to any of the above.

4 Confidentiality

Did the barrister dealing with your case:	Yes	No	N/A
Provide the appropriate level of privacy in meetings and at court?	[]	[]	[]
Advise you of any appropriate confidentiality issues?	[]	[]	[]

Please make any comments, particularly if you have answered no to any of the above:

5 Returns

If your chosen barrister or Chambers was unable to provide the appropriate services:

	Yes	No	N/A
Were you advised of the fact in adequate time?	[]	[]	[]
Were you given reason for the reassignment?	[]	[]	[]
Was the reason for reassignment satisfactory?	[]	[]	[]
Were any additional cost implications discussed with you?	[]	[]	[]
Was help offered to find counsel from another chambers?	[]	[]	[]

Please make any comments, particularly if you have answered no to any of the above:

6 Complaints handling

	Yes	No	N/A
Are you aware of to whom any problem should be raised?	[]	[]	[]
If you made a complaint:			
Was it dealt with in a satisfactory manner?	[]	[]	[]
Was the outcome satisfactory?	[]	[]	[]

Please make any comments, particularly if you have answered no to any of the above.

Would you use New Walk Chambers again? Yes [] No []

Would you use this *barrister* again? Yes [] No []

Thank you for completing this feedback form.

Please return it to: Clerks Room, New Walk Chambers, 27 Chambers, Leicester, LE1 6TE