



Compelling Advocacy • Astute Advice • Exceptional Client Care

Client Information Leaflet *(where instructions come from a solicitor)*

Introduction

This information leaflet has been written to give general advice to lay clients about instructing barristers who are members of Cloisters, 1 Pump Court, Temple, London EC4Y 7AA. This leaflet applies where a Cloisters barrister is instructed by a solicitor or other lawyer on behalf of a client.

All the barristers at Cloisters are self-employed and work under clear professional rules. They are members of Cloisters in order to share the expenses of practice and to maintain the highest professional standards.

When a barrister from Cloisters is instructed through solicitors by a client ("you") they are solely responsible to you in accordance with the professional rules set by the Bar Standards Board.

About Cloisters Barristers

Barristers at Cloisters specialise in a variety of subject areas, including employment, discrimination and equality, personal injury, clinical negligence, commercial, regulatory and public law, sport and entertainment. They have a reputation for delivering exceptional results and will always work to try to achieve that for their clients.

Cloisters barristers advise a full spectrum of clients from individuals to multi-national companies across all sectors, as well as regulators, charities, trade unions and public bodies. Whether acting for an individual or a multi-national organisation Cloisters barristers never lose sight of the fact that people are at the heart of their work.

They are renowned for a responsive, first-class client focus, and Cloisters believe it's this combined with technical excellence and commercial perspective that enables its barristers to resolve the most complex legal problems for individuals and organisations of all sizes.

Many of Cloisters barristers are the undisputed leaders in their field and represent clients at every level up to the European Courts. They consistently break new ground and shape policy through their pioneering work. However

they always seek to keep the merits, costs and value of any case in a proper proportion and to advise and act accordingly.

How your Cloisters barrister will work for you

Your barrister may give advice, write legal documents, or represent you in a court, tribunal, mediation or meeting. Although your barrister will work closely with your solicitor, the barrister's primary duty is to you. Your Cloisters barrister will do whatever he or she may legally do to protect and advance your interests. He or she will keep what you tell them confidential if that is what you want, however he or she cannot tell a court (or anyone else) anything that they know to be not true.

Your barrister will do whatever he or she can to help you through the legal process. So please tell your barrister or your solicitor about any concerns you have and do ask all the questions you want to ask.

Your barrister will not hold money on account for you and will not normally accept original documents. This is normally arranged through your solicitor.

In accordance with Bar Standards Board rules all Cloisters barristers are insured by the Bar Mutual Insurance Fund and many also carry excess insurance. Fuller details can be given on request to the barrister concerned or to our administrator, *Alessandro Fanone*.

Adjustments

At Cloisters we are well aware that some clients need adjustments to be made to ensure that they have a proper opportunity to speak with their barrister and to present their case to the court or tribunal. We pride ourselves on being sensitive to such needs and our chambers will make all possible reasonable adjustments to ensure that a person is not disadvantaged. We have disability accessible facilities at our conference suite and we are also pleased to arrange to meet with clients in other locations. Please make your needs known to your barrister or to the clerks before visiting us.

In court or tribunal

Going to court can be stressful. Your barrister will do everything he or she can to explain the process to you and to put you at ease. If you have any questions, please just ask.

Please don't be surprised if the barrister appears to be civil to the other side's lawyers and witnesses. Civility is normally the best tactic.

Feedback and complaints

All the barristers at Cloisters value feedback. Please do let them or the Cloisters clerks know, at any time, what you think. You can email the clerks on clerks@cloisters.com or speak to them on the phone on 020 7827 4000.

If anything is wrong, Cloisters barristers would always want to know and to put it right. Please tell them, or your solicitor, straight away.

We believe you will be satisfied with your barrister's work but if you need to make a complaint, please speak to your solicitor first of all just in case there has been a misunderstanding. You can also speak to *Glenn Hudson* the senior clerk, who will try to resolve your complaint, or if that is not possible direct you to the complaints policy.

Details of our complaints procedure are on our website, www.cloisters.com.

If you are dissatisfied with Cloisters' decision on your complaint you can within six months of the decision contact the Legal Ombudsman (Tel: 03005550333, postal address PO Box 15870, Birmingham B30 9EB), www.legalombudsman.org.uk, enquiries@legalombudsman.org.uk).

Details of precisely who can complain to the Legal Ombudsman are on its website.

How to contact your barrister

Barristers are normally allowed to communicate directly with their client but only through the client's solicitors. So if you would like to contact the barrister, please do so through your solicitor.

More information

You can find out more about your barrister and Cloisters by visiting the website at www.cloisters.com.

You can find out more about how barristers work, and read their code of conduct, on the Bar Standards Board's website at www.barstandardsboard.org.uk

And finally...

Your barrister at Cloisters looks forward to working with you and finding the best solution to your legal problems.

CONTACT US

Phone - 020 7827 4000 /out of hours 020 7827 4040

Email - clerks@cloisters.com

Follow us on Twitter : [@CloistersLaw](https://twitter.com/CloistersLaw)

Post: Cloisters Chambers, 1 Pump Court, Temple, London EC4Y 7AA

Office opening hours: 8.30 am and 6.30 pm, from Monday to Friday.