



Client Care

As a specialist family set we appreciate the delicate and emotional nature of family work and understand the stress both our lay and professional clients are under as a result.

We want to do everything we can to make a difficult time slightly easier for you and make sure you always receive the specialist legal expertise you need with the highest levels of service and client care.

From your first point of contact you will find our Clerks responsive and ready to help. As your case progresses, we will make sure it is managed as efficiently as possible so you can concentrate on your clients or, if you are a direct client, on your family.

This following client care statement is our promise to you every time you instruct us.

What we will do for you

We will confirm your booking in writing by return

We will provide a fee estimate for your work in writing

We will ensure your counsel arrives at least 30 minutes prior to any court hearing unless an earlier meeting is requested

We will report back to you with the outcome of your case within 2 working days

Where more urgent action is required we will agree a more immediate timeline and meet it

You will receive our invoice within 7 days of the completion of the work

If future dates are ordered by the court at a hearing we do everything to make sure the same counsel is available and, unless specifically instructed, we will book your dates in your counsel's diary



What we will need from you

The brief, bundles and all relevant case materials to be delivered within the following timescales:

Hearing of up to 1 day in length (including FDR)	5 working days
Hearing of up to 5 days in length	10 working days

The documents for hearings of greater than 5 days will be agreed on a case by case basis

Please note if we do not receive your papers within these timescales we may not be able to comply with specific directions from the Court

For you to send all e-mail correspondence to clerks@stmarysflc.co.uk

For you to arrange payment of all fees within 30 days of receiving an invoice

Change of barrister

Occasionally due to circumstances beyond our control your barrister of choice may not be available so a change will need to be made.

If this was to happen we will:

Contact you at the earliest possible opportunity to discuss the available alternatives so you can choose the best and most suitable replacement

Wherever possible your alternative counsel will come from St Mary's Chambers

In the unlikely event St Mary's Chambers are not able to provide an acceptable replacement, we would assist you in finding alternative counsel from other chambers

We will transfer your papers to your new barrister on your behalf at the earliest opportunity

We will make sure your new counsel has had the opportunity to discuss your case with your original barrister



Tell us how we did

If we are to deliver the specialist legal expertise you need with the highest levels of service and client care every time you instruct us, we need to know how you found working with us and where we need to improve.

You can send us your feedback either by:

Calling our Senior Clerk on 0115 950 3503

By e-mail at scott.baldwin@stmarysflc.co.uk

In writing to 26-28 High Pavement, City Centre, Nottingham NG1 1HN

While all feedback will be acknowledged and acted upon, you can also rest assured every comment will be treated in the strictest confidence.

In the very unlikely event something goes wrong, what should you do?

If you feel anything went wrong during your case or any aspect of our service was not to your liking, tell us. We will do everything to make sure it does not happen again.

If you are unhappy in any way with any part of the service you've received, please contact the Senior Clerk or the Heads of Chambers immediately using the contact details above.

A copy of our current complaints procedure can be found [here](#)

More information

If you need more detail about the way we provide our services please try our website:

[About Us](#)

[Fees](#)

[People](#)

Alternatively contact the clerks: clerks@stmarysflc.co.uk or 0115 950 3503