

# 11KBW

## Transparency Statement

### **About Us**

Barristers in chambers practise in Commercial, Employment, Media and Public Law. Our clients are mostly in-house lawyers and solicitors in private practice in the UK and around the world; and sometimes members of the public, under the Public Access Scheme <https://www.11kbw.com/public-access/>

### **Contact Us**

The following are invited to contact the clerks on [clerksroom@11kbw.com](mailto:clerksroom@11kbw.com) for a quote for our barristers' services:

- Solicitors or other practising lawyers;
- Licensed Access clients, who may either hold a licence issued by the Bar Standards Board, or be a member of a professional body which has been recognised by the Bar Standards Board; and
- Members of the public who wish to instruct a barrister under the Public Access scheme.

### **Fees**

Our fees are flexible and transparent, to match client budgets. Work is charged as a ballpark fixed fee or at an hourly rate. We always agree costs with clients before work is undertaken, and there is no charge for your case to be assessed by our members. We are proud of our reputation and take client feedback seriously.

Clerks are always available to discuss levels of fees. Generally, a disclosable hourly rate will be applied to any advisory work (eg written or in conference). The more information that we have about a matter, the easier it is to provide an accurate estimate; in circumstances where the instructions are available we can estimate and agree fees before any chargeable work is undertaken. We are also able to agree fixed fees, but only in circumstances where all information about a matter is available to us. We will normally provide a quote range within 14 days, subject to sufficient information being provided. Quotations are not charged, when providing the quote, we may need to read further papers to quote a precise figure and (subject to the cab-rank rule) provide the legal services in question. While quotations are binding, if the scope of the legal services changes then the quotation will not be binding. When providing the quotation, this does not amount to the acceptance of instructions. If the quotation is accepted, we will confirm in writing acceptance of the instructions and the terms and/or basis on which we will be acting, including the basis of charging.

There will be occasions when circumstances change eg more information comes to light; instructions are amended etc but we will always endeavour to notify clients in advance in circumstances where this may lead to an increase in the fees to be charged.

Charging for hearings is usually agreed under a brief fee model, which figure will cover the preparation for the hearing and the first day in court. Subsequent days in court are charged on a refresher or "daily rate" basis.

For work undertaken under the Public Access Scheme, a fee is agreed and payment made in advance of the work being done.

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Our barristers may, in certain circumstances, consider accepting instructions under conditional fee agreements (“no win, no fee” agreements). For information, please contact the clerks on [clerksroom@11kbw.com](mailto:clerksroom@11kbw.com)

## **Timescales**

Timescales for a case may vary depending on factors such as barristers’ availability, the type and complexity of the case, the other side’s approach, the amount of papers you need to review, the need to for additional information for documents, third parties intervening in the case and court waiting times. We endeavour always to work within a client’s requested time scale, however short that may be. In circumstances where a deadline cannot be met, the client will be informed at the earliest opportunity.

## **Public Access**

If you are a member of the public, the Bar Standards Board’s Public Access Guidance for Lay Clients is enclosed. This will help you to understand how the Public Access scheme works, and explains how you can use it to instruct barristers directly. Click [here](#) to read guidance note.

## **Regulatory and Complaints Information**

Barristers in chambers are regulated by the Bar Standards Board. You can search the Barristers’ Register on the Bar Standards Board’s website:

<https://www.barstandardsboard.org.uk/regulatory-requirements/the-barristers'-register/>. This shows (1) whether a barrister has a current practising certificate, and (2) whether a barrister has any disciplinary findings, which are published on the Bar Standards Board’s website in accordance with their policy. Alternatively, you can contact the Bar Standards Board on 020 7611 1444 to ask about this (or e-mail [ContactUs@BarStandardsBoard.org.uk](mailto:ContactUs@BarStandardsBoard.org.uk)).

A separate sheet is enclosed which provides information about:

- Our [complaints procedure](#);
- Any right you may have to complain to the Legal Ombudsman (LeO) – the independent body which can help you if you have complained to your lawyer and are not happy with their response;
- How to complain to the LeO; and
- Any time limits for making a complaint.

You can also search the decision data on the LeO’s website:

<http://www.legalombudsman.org.uk/raising-standards/data-and-decisions/#ombudsman-decision-data>. This shows providers which received an ombudsman’s decision in the previous calendar year, and whether the LeO required the provider to give the consumer a remedy. Alternatively, you can contact the LeO on 0300 555 0333 to ask about this (or e-mail [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)).