

Terms and Policies

Tower Hamlets Barristers Chambers (THBC) and its Barristers members provides the information below under their obligations within the ambit of the Provision of Services Regulations 2009 and any other subsequent regulations. Self-employed barristers practising from THBC are regulated by the Bar Standard Board. Its website includes the Code of Conduct that regulates the professional behaviour and standard of all barristers. Individual member are all members of the Bar Council of England and Wales. Each barrister practising from THBC is included in the BSB Barrister Register.

Primary principles of our legal services and the fees

1. Ambit of our legal services

THBC's barristers have standard terms for professional works. The contractual terms are set out in Annex T to the Code of Conduct. The chambers has a policy of accepting public funding works under relevant statutory provisions that would govern the relationship between the barristers and their instructing solicitors. The Chambers also provide legal services under public access agreement (if the client is a member of the public) or under the standard licence access agreement as recognised by the Bar Council.

Barristers practising from THBC can be instructed either on fixed fee basis or on hourly rate. This can be arranged and agreed at the outset by consulting the concerned clerk. The clerk will explain the procedure and benefits of either fee system.

2. Transparency Commitment

The clerk will provide fee estimates and give a legible quote on a fixed fee or hourly rate basis depending on the requirement of the client. The clerk will also provide the client with information of expected time scale and any probable changes beyond THBC's control which may have effect on client's case. THBC is determined to have full transparency in relation to fees charged. The fee is calculated competitively on hourly rate applicable to a particular barrister. The Fee is calculated by taking relevant factors into consideration like the experience and seniority of the barrister and nature and complexity of the case. At the outset, if the client agrees with the terms, including the fee, then a signed agreement is made between the client and the chambers.

There shall be no hidden extra charges or fees to the client that has not been discussed and agreed upon earlier.

3. Equal Opportunities

THBC is further committed to provide equal opportunities and same professional standard services to all our clients. This means that all service users will receive equal treatment under the law regardless of sex, gender, marital status, age, race, colour, nationality, ethnic origins, religious beliefs, disability, AIDs or HIV status and sexual orientation.

Complaints

1. All our clients are advised in writing at the outset of their case or matter of THBC's complaints procedure and to whom complaints should be addressed.

We

regard any expression of dissatisfaction in any form and from any source as a possible complaint. In the first instance, complaints concerning matters we are dealing with should be sent either to the person or barrister with conduct of the matter (named in all correspondence) or, if that is not considered appropriate, to our complaints handling barrister.

2. If a client is not satisfied with the result of our internal investigation and does not accept our findings, he may refer the matter to Legal Ombudsman. www.legalombudsman.org.uk . The Legal Ombudsman records data of the complaint it has investigated and its decision is binding on parties. That data can be found in www.legalombudsman.org.uk/raising-standards/data-and-decisions/

3. Someone who is not a client and is not satisfied with our internal findings of the complaint, may refer the matter to the Bar Standard Board. The following is the link for BSB www.barstandardsboard.org.uk/complaints-and-professional-conduct/.

4. The Bar Tribunal and Adjudication service investigate complains made to the Bar Standard Board. Their findings and conclusions can be found here: <https://www.tbta.org.uk>

Alternatively, should you have any further enquiries concerning our complaints handling procedure, please contact Mr Kutub Shikder MBE by email at kashikder@gmail.com or by telephone on 020 7377 8090.