



Service Standards Public Access Scheme

You have chosen to instruct a barrister on a direct/public access basis, they do not act in the same way as a solicitor would. A direct access barrister is not a solicitor. A solicitor usually charges by the amount of time worked on your case and for each email or telephone call. On instructing a direct access barrister you will have been quoted for specific agreed services to be delivered; for example, for a telephone conference and representation at a court hearing. You will have paid a fixed fee which will not increase unless you agree with the clerks at [Barrister Connect](#) that you will require further work at which point a further fixed fee will be due.

The specific agreed services are set out in the client care letter which you should review carefully. If this does not cover everything you want your barrister to do, then you should contact [Barrister Connect](#) immediately on 0330 822 5481 or at hello@barristerconnect.com or the barrister if you instructed them directly.

Barristers working on a direct access basis are required to comply with specific regulatory rules. It also means that the barrister is only instructed to deal with some aspects of your case and is not “on record” as acting for you – you are still acting as a litigant in person for your case.

If the barrister undertakes work outside of the scope of services agreed, this could create regulatory or contractual difficulties which in turn could mean that the services delivered are not covered by regulatory and insurance protections; this impact you. Therefore, it is important that we establish clear parameters.

What standards of service can expect?

How long will a teleconference be?

- Your case is unique and therefore it is not possible to confirm exactly how long the teleconference will be as this will depend upon a number of factors including the bundle which you have submitted, and any questions barrister may have. As an estimate, the teleconference may last between 20 – 60 minutes. If during or after the conference, anything is unclear to you please do ask your barrister.

Will my barrister meet me at court before the hearing?

- Often, a barrister will meet their client before the hearing, but this is not always the case and the same will depend upon a number of factors. If you specifically think it is important that you meet the barrister at court ahead of the hearing, then please discuss this directly with your barrister ahead of the hearing.

Do I need to meet my barrister in person?

- It is often not necessarily to meet with your barrister in person as you will have either spoken to them by telephone or attended a videoconference with them. This is particularly the case for hearings which are held remotely through videoconferencing facilities.



Confirming instructions

- Barristers will confirm instructions with you and where possible will explain ahead of a hearing the approach which will be taken. In some cases, a hearing may go in a different direction than planned. This may be due to the other party introducing different points or a judge deciding that they want to deal with matters in a different way. Your barrister is trained to deal with such situations and adapt their approach to make sure that your best interests and case are protected. In the moment at the hearing, this may not be obvious to you – please rest assured your barrister will be used to such things occurring although they may not be able to explain to you at the time. However, they will explain matters after the hearing. If you are unsure of anything though, please do ask the barrister after the hearing.
- There may be certain points you wish to be raised at a hearing or a part of a case and it may be that the barrister does not raise them. Usually, the barrister will discuss this with you beforehand and explain why but as above, there may be times where something happens in the hearing and the barrister cannot discuss it with you at the time. Your barrister will explain things to you after the hearing but do remember that unless you tell the barrister you are unsure of why something happened, they won't know about your concerns.

Attendance at hearings

- As a litigant in person, it is your responsibility to check with court listings if their case is definitely going ahead and if so whether this is in person or remote.
- Please note that if your hearing is remote by way of video or telephone you will have to send your barrister's details to the Court before the hearing.

Responding to correspondence

The nature of the job of a barrister means that they often spend entire days at court meaning that they cannot always answer calls/emails or messages on the same day. It may also be that the barrister needs to review documents before returning your call or email.

If your call or email is urgent, then please contact the clerking team on 01823 247 247 and explain the reason for the urgency and they will attempt to assist.

In accordance with our service standards, you will receive a response within 3 working days at the most.

What if I want an even better standard of service?

If at the time you instruct your barrister or at any point during the instructions you realise that you would like a specific or enhanced level of service, please do not hesitate to contact Barrister Connect team on 0330 822 5481 or the barrister if you instructed them directly and they will advise whether this level of service is possible and if so, what the fee will be.