

8 NEW SQUARE

INTELLECTUAL PROPERTY

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About us

We are a barristers chambers specialising in intellectual property and related fields including media and entertainment and information technology law. Our barristers represent clients in every intellectual property court from the IPEC Small Claims Court through to the Supreme Court and ECHR.

Our barristers handle litigation for some of the leading commercial organisations around the world, as well as for individuals and smaller companies or organisations. Resources are available to deal with large-scale trials as well as speedy applications.

Contact us

The following people are invited to contact the clerks on 020 7405 4321 for a quote for our barristers' services or email clerks@8newsquare.co.uk

- Solicitors
- Patent agents, trademark agents
- European lawyers registered with the Law Society
- Parliamentary agents and notaries
- Other authorised litigators
- Employed barristers and/or European lawyers registered with the Bar Council
- Legal Advice Centres designated by the Bar Council

In limited areas of work:

- Licensed conveyancers in matters in which they are providing conveyancing services
- Foreign lawyers for advice only.

We will provide you with a fee estimate or a quote as soon as possible. We always aim to set out estimates or quotes clearly, but on receipt, if there is something you do not understand please contact us.

Public Access

Members of the public, and commercial and non-commercial organisations are able to instruct barristers directly on most civil matters. To discuss instructing a barrister on a Public

Access basis, please speak to Martin Williams on 020 7405 4321. He will be able to advise on the assessment of suitability of the case, the process if counsel is instructed and the fee management system for the case. You can review the BSB Public access for Lay clients guidance [here](#).

Fees

The most commonly used pricing model for barristers in chambers is an hourly rate. Each barrister's hourly rate can be discussed with their Practice Manager. Court hearings are usually dealt with by way of brief fee and daily refresher fee. This again can be negotiated with the relevant Practice Manager. Members of chambers will be happy to consider accepting instructions on a fixed fee basis.

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 and court waiting times. We will discuss timescales for work with you as part on the fee estimate and instruction process.

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/for-the-public/search-a-barristers-record/the-barristers-register.html>

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 (e-mail 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 LeO
- Any time limits for making a complaint

You can also search the decision data on 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 12 months, and whether LeO required the provider to give the consumer a remedy. Alternatively, you can contact LeO on 0300 555 0333 (e-mail enquiries@legalombudsman.org.uk).

Chambers Complaints Procedure

Chambers of Daniel Alexander QC

1. Our aim is to give you a good service at all times. However, if you have a complaint you are invited to let us know as soon as possible. It is not necessary to involve solicitors in order to make your complaint but you are free to do so should you wish.

2. Please note that the Legal Ombudsman, the independent complaints body for service complaints about lawyers, has time limits in which a complaint must be raised with them. The time limits are:

a) Six years from the date of the act/omission.

b) No more than three years from the date that the complainant should reasonably have known there were grounds for complaint (if the act/omission took place before the 6 October 2010 or was more than six years ago).

c) Within six months of the complaint receiving a final response from their lawyer, if that response complies with the requirements in rule 4.4 of the Scheme Rules (which requires the response to include prominently an explanation that the Legal Ombudsman was available if the complainant remained dissatisfied and the provision of full contact details for the Ombudsman and a warning that the complaint must be referred to them within six months).

3. The Ombudsman can extend the time limit in exceptional circumstances. Chambers must therefore have regard to that timeframe when deciding whether they are able to investigate your complaint. Chambers will not therefore usually deal with complaints that fall outside of the Legal Ombudsman's time limits.

4. The Ombudsman will also only deal with complaints from consumers. This means that only complaints from the barrister's client are within their jurisdiction. Non-clients who are not satisfied with the outcome of the Chambers' investigation should contact the Bar Standards Board rather than the Legal Ombudsman.

5. It should be noted that it may not always be possible to investigate a complaint brought by a non-client. This is because the ability of Chambers to satisfactorily investigate and resolve such matters is limited and complaints of this nature are often better suited to the disciplinary processes maintained by the Bar Standards Board. Therefore, Chambers will make an initial assessment of the complaint and if they feel that the issues raised cannot be satisfactorily resolved through the Chambers complaints process they will refer you to the Bar Standards Board.

Complaints made by Telephone

6. You may wish to make a complaint in writing and, if so, please follow the procedure in paragraph 7 below. However, if you would rather speak on the telephone about your complaint then please telephone the individual nominated under the Chambers Complaints Procedure to deal with complaints which is Ben Newham, Chambers Director. If the complaint relates to the Chambers Director then refer your complaint to Daniel Alexander QC, Head of Chambers or another member of Chambers appointed by the head. The person you contact will make a note of the details of your complaint and what you would like to have done about it. They will discuss your concerns with you and aim to resolve them. If the matter is resolved they will record the outcome, check that you are satisfied with the outcome and record that you are satisfied. You may also wish to record the outcome of the telephone discussion in writing.

7. If your complaint is not resolved on the telephone you will be invited to write to us about it in order that it can be investigated formally.

Complaints made in Writing

8. Please give the following details:

- your name and address;
- which member(s) of Chambers you are complaining about;
- the detail of the complaint; and
- how you would like it to be resolved.

9. Please address your letter to Ben Newham. We will, where possible, acknowledge receipt of your complaint within two days and provide you with details of how your complaint will be dealt with.

10. Our Chambers has a panel headed by Daniel Alexander QC and made up of experienced members of Chambers and a senior member of staff, which considers any written complaint. Within 14 days of your letter being received the head of the panel or his deputy in his absence will appoint a member of the panel to investigate it. If your complaint is against the head of the panel, the next most senior member of the panel will investigate it. In any case, the person appointed will be someone other than the person you are complaining about.

11. The person appointed to investigate will write to you as soon as possible to let you know they have been appointed and that they will reply to your complaint within 14 days. If they find later that they are not going to be able to reply within 14 days they will set a new date for their reply and inform you. The reply will set out:

- The nature and scope of the investigation;
- The conclusion on each complaint and the basis for the conclusion; and
- If it is found that you are justified in your complaint, the proposal for resolving the complaint.

Confidentiality

12. All conversations and documents relating to the complaint will be treated as confidential and will be disclosed only to the extent that is necessary. Disclosure will be to the Head of Chambers, members of our Management Committee and to anyone involved in the complaint and its investigation. Such people will include the barrister or staff member who you have complained about, the head or relevant senior member of the panel and the person who investigates the complaint. The Bar Standards Board is entitled to inspect the documents and seek information about the complaint when discharging its auditing and monitoring functions.

Our Policy

13. As part of our commitment to client care we make a written record of any complaint and retain all documents and correspondence generated by the complaint for a period of six years. Our management committee inspects an anonymised record regularly with a view to improving services.

Complaints to the Legal Ombudsman

14. If you are unhappy with the outcome of our investigation and you fall within their jurisdiction you may take up your complaint with the Legal Ombudsman, the independent complaints body for complaints about lawyers, at the conclusion of our consideration of your complaint. The Ombudsman is not able to consider your complaint until it has first been investigated by Chambers. Please note the timeframe for referral of complaints to the Ombudsman as set out at paragraph 2 above.

You can write to them at:

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Telephone number: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

15. If you are not the barrister's client and are unhappy with the outcome of our investigation then please contact the Bar Standards Board at:

Bar Standards Board
Professional Conduct Department
289-293 High Holborn
London WC1V 7JZ

Telephone number: 0207 6111 444

Website: www.barstandardsboard.org.uk