

Standards

Quality Assurance Policy

- Chambers is committed to providing excellent legal advice and representation and maintaining the highest standards in all dealings with our clients.
- In pursuit of those aims and policies Chambers strives to consistently achieve fair and open dealings with our clients, including timely disclosure of any problems that might result in the withdrawal of a barrister from a case.
- We are dedicated to the improvement of service to clients by maintaining up-to-date IT and communications and encouraging members to use systems to capacity, and the improvement of the physical environment to meet clients' needs.
- Chambers is also committed to the recruitment of further members to meet clients' needs, and the recruitment of new members of the highest quality, so that we provide a full complement of **family barristers** across all the family law specialisms.
- We are committed to equality of opportunity both within and without chambers, including in compliance with the Bar Standards Board's Equality and Diversity Code, as well as the Code of Conduct.
- We select pupils and tenants on an equal and non-discriminatory footing; and listen to clients so as to provide them with the service they need; we distribute work to all members of chambers, working pupils and barristers working with us on a temporary basis ('squatters') fairly and without discrimination.
- We commit to train, develop, and appraise our staff against key performance indicators, as well as maintaining Bar Mark procedures.

Equality & Diversity

- Chambers is committed to equality of opportunity and to compliance with the Bar Standards Board's Equality and Diversity Code, as well as the Code of Conduct.
- All persons coming into contact with chambers are treated on merit and are not discriminated against on the grounds of their ethnic or national origin, nationality, citizenship, age, sex, sexual orientation, marital status, disability, religion or political persuasion.
- To view a copy of our Equality and Diversity Policy please [click here](#).
- 4 Paper Buildings diversity data, published in accordance with the Bar Standards Board Rules, can be viewed [here](#).
- Click the link to view our [Access policy](#).

Standard Contractual Terms

- Please [click here](#) to view our Terms and Conditions

Complaints Policy

- Barristers and staff at 4 Paper Buildings always strive to maintain the highest standards of service. However, there may be occasions when a client is disappointed with our service. We take any cause for dissatisfaction seriously and it is our policy to investigate fully any complaint.
- To download our Complaints Policy, please [click here](#)

Data Protection

Our new [4PB Privacy Notice](#) came into effect on May 25, 2018. The changes reflect the increased transparency requirements of the EU General Data Protection Regulation (known as the 'GDPR').

4 PB are committed to protecting your privacy. That's something that will never change. These updates are just enhancements which clarify and provide additional information about:

- Your privacy rights and how to exercise them;
- How we collect, use, share and protect your personal data; and
- The legal bases we rely on to process your personal data.
- All members of Chambers are registered with the Information Commissioners as Data Controllers. If you have any questions about data protection issues at 4PB please email dataprotection@4pb.com

Fees

- Our policy is to charge fair and competitive fees.
- For full details and information on the practices of individual members, please contact the senior clerk.

Conditional Fees

- Chambers' conditional fee policy operates in line with Bar Standards Board guidance.

Inside Chambers

- We are located in attractive premises in a historic building in the Inner Temple. The Royal Courts of Justice, the Principal Registry of the Family Division and other London Courts are easily accessible.
- Communication is central to our ethos. Clerks can connect solicitors and counsel anywhere in the world by telephone. Conference facilities can be made available at short notice to clients needing urgent face-to-face advice. Telephone and Skype conferences are also available.
- Chambers has a well-integrated and extensive network of legal information resources, both electronic and in traditional law library form, with online access to all major legal databases and to the outstanding facilities offered by the Inns of Court.
- Clients are always welcome in chambers. Meetings and conferences may be arranged in chambers or elsewhere to suit the needs of the case, particularly solicitors' offices.
- Arrangements are frequently made to meet clients at a venue convenient to them including their own home.

Direct Access

- Chambers accepts instructions in advisory and litigation matters from members of accredited professional bodies under the licensed access scheme.
- Some members of chambers now accept instructions in advisory and advocacy matters from members of the public, other professionals and foreign lawyers directly without the need to go through a solicitor.
- For more information on instructing a family barrister through the direct access scheme, please see our [Direct Access to Barristers](#) page.

The Clerking and Administrative Team

- [Michael Reeves](#) leads a dynamic, dedicated, and well-organised clerking team. As the interface between client and barrister, our clerks always seek to provide a quick response to any query.
- Chambers & Partners 2015 particularly praises the team "The clerks are immensely helpful. They are realistic and honest and always try to do what they case."

- Clare Bello, our excellent practice manager, is responsible for the administration, financial management, premises and facilities, IT and aspects of marketing.

Memberships

- Our family law barristers play a leading role in the development of our profession, and family law generally, through their membership of various specialist associations, including the Family Law Bar Association and the Association of Lawyers for Children
- Barristers are also involved in the International Bar Association and the International Academy of Matrimonial Lawyers. Several barristers are also actively involved in the Bar Council either as elected members or as co-opted specialist advisers.

Publications, Presentations and Continuing Professional Development

- Our family law barristers write regularly for the legal, specialist, local authority and mainstream media.
- They provide insightful, practical and relevant presentations of topical interest to solicitors, both in private practice or in-house, regional Resolution committees and family law groups.
- Chambers has also established its own annual family law seminar series providing essential legal and procedural updates, as well as networking opportunities to meet our barristers on a more informal basis

Causes we support

- Unpaid ('pro bono') work is undertaken for the Bar Pro Bono Unit and the Free Representation Unit. Pupils are actively encouraged to gain experience by taking FRU cases.
- The London Legal Support Trust. Each year a team of walkers from chambers enters the London Legal Walk to raise money for the London Legal Support Trust, the Free Representation Unit and the Bar Pro Bono Unit.
- These agencies do a fantastic job in preventing homelessness, resolving debt problems, obtaining care for the elderly and disabled and fighting exploitation.