

Quality Statement

The members and staff at Matrix are committed to excellence in all areas of service. We aim to deliver value for all our clients and welcome feedback on any aspect of the service we provide.

Service

Matrix' opening hours are 8.00 am to 7.00 pm, Monday to Friday. An out of hours and emergency telephone service is available through Matrix' Voice Mail on our main number, 020 7404 3447.

Matrix is committed to using information technology in an innovative way to improve service quality, and develop relationships with other providers of legal services. All members and staff can be contacted through individual e-mail addresses, which are available on our website.

Matrix has barristers who will accept instructions under a Conditional Fee Agreement (CFA) and will endeavour to provide cover for CFA cases if appropriate.

Matrix accepts direct instructions under the BarDIRECT scheme in appropriate cases.

Matrix has an extensive electronic and paper library. A Legal Information Manager is employed to manage systems for ensuring that all practitioners have access to up-to-date information on case law and legislation. We also maintain a research panel of lawyers who assist barristers and are also available to assist clients directly as part of a Matrix "team".

Members of Matrix are also grouped into practice groups around areas of professional expertise. Through these practice groups, members share their knowledge of legal principles and case law with each other as well as, through seminars, with instructing clients and others outside Matrix.

Practice Management Principles

The practices of Matrix' members are administered by two teams of staff headed by a Practice Manager. The relevant Practice Manager or their assistants should be the first point of contact for enquiries about a given barrister.

Our core practice management principles are honesty, openness, accessibility, and flexibility.

Matrix, its members and its staff aim to act in accordance with and promote Matrix' core values, a copy of which are on our website.

Response Times

All instructions received within working hours will be acknowledged and forwarded to Counsel on the day of receipt.

We will issue invoices promptly and in any event within one month of the relevant hearing or billing event.

Where written advice (or similar) is required, the work will be completed within 21 days of receipt unless otherwise specified and agreed (provided that the relevant Practice Manager has confirmed, before the instructions are sent, that the barrister in question is able to receive the instructions).

Instructing clients wishing to send new instructions to members of Matrix are asked to contact the relevant Practice Manager before doing so if at all possible in order to ensure that the barrister in question is able to deal with the instructions on the required timescale.

We aim to acknowledge messages from clients within one working day of their receipt.

Telephone messages and fax transmissions will be forwarded to Counsel on the day they are received. All incoming faxes are logged and electronically archived. Every effort will be taken to ensure that urgent messages are put before Counsel immediately.

Cases in which members of Matrix represent different parties to the same dispute

Sometimes different barristers in Matrix will be acting for different parties to a dispute. We have a protocol for dealing with this situation that ensures that conflicts do not arise and confidentiality is ensured. For example, different staff will deal with the different instructing clients; and separate, confidential fax lines/machines are available as necessary. A full copy of the protocol is available on request.

Fees

In accordance with its Core Values, Matrix operates an ethical standards approach to fee negotiation and billing.

Fees for privately funded court appearances will be agreed in good time and in advance of the hearing. Our practice management staff will provide estimates of the level of fees for privately-funded paperwork, and will in all cases work from fee ranges discussed and agreed with Counsel. Staff will provide details of factors taken into account in preparing fee estimates.

Matrix is committed to publicly-funded work, public interest litigation and pro bono work.

Written terms of trade can be obtained from the practice staff at Matrix.

Service Standards

Service Protocols

Matrix is committed to developing new ways of delivering legal services in collaboration with solicitors and other providers. We are interested in discussing the development of service protocols with other providers.

Feedback and Complaints

Matrix is committed to continuous improvement in all its areas of service. We welcome feedback on any aspect of our service, and will seek out feedback from clients on an active basis.

If any aspect of our service falls short of expectations we will endeavour to recover the service. Any formal complaints should be addressed to the Chief Executive. Details of our complaints procedures are available on request.

Key Contacts

Lindsay Scott	Chief Executive of Matrix
Antony White QC	Chair of the Matrix Management Committee
Jason Housden	Senior Practice Manager

Address

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