

SERVICE STANDARDS

'Matrix is an extremely professional and contemporary chambers, and a dream to work with in terms of its professionalism.'

Chambers & Partners

SERVICE STANDARDS

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.

OUR WORK

Barristers at Matrix are regulated by the Bar Standards Board.

Matrix is dedicated to providing a high level of service across all our practice areas. We provide legal services – including advocacy, advice and training – across England & Wales, the wider UK and internationally.

Our clients include law firms, individuals, domestic and overseas governments, non-governmental organisations and multinational corporations. We also carry out a wide range of additional services for clients, including investigations, inquiries and audits.

Our service standards apply in all cases, regardless of the way work is funded, and we are dedicated to accepting publicly-funded work, public interest litigation and pro bono work. This includes cases funded by overseas legal aid.

OUR SERVICE TO YOU

Matrix's opening hours are 9.00 am to 6.00 pm, Monday to Friday. An out of hours and emergency telephone service is available through Matrix's voicemail on our main number: +44 (0)20 7404 3447.

Matrix is committed to the elimination of discrimination in all its activities and procedures, including the treatment of and conduct towards all who have dealings with Matrix through the presence and implementation of our Equal Opportunities and Diversity policy. This policy declares the commitment of Matrix to the practical application and promotion of principles of equal opportunities and diversity. It also serves to communicate this commitment to Matrix members, employees, other workers and service users. If you would like to obtain a copy of this policy, please contact our Equality and Diversity Officers Sarah Hannett QC (sarahhannett@matrixlaw.co.uk) and Raj Desai (rajdesai@matrixlaw.co.uk). It is also available on our website.

OUR PRACTICE MANAGEMENT PRINCIPLES

Members of Matrix are grouped into practice teams around areas of professional expertise. The practices of Matrix members are administered by three teams of staff, each headed by a Senior Practice Manager. The relevant Practice Team 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 members and staff aim to act in accordance with and promote Matrix's core values, which are available on [our website](#).

CONTRACTUAL TERMS

Our members work under the standard default terms provided by the Bar Council of England & Wales, known fully as The Standard Contractual Terms for the Supply of Legal Services by Barristers to Authorised Persons 2012 (Updated for the GDPR in 2018). In addition, The Standard Contractual Terms Governing the Acceptance of Legal Aid Instructions for the Supply of Legal Services by Barristers to Authorised Persons in Civil (Non-Family) Cases are adopted in respect of civil legal aid cases.. Details of these Standard Contractual Terms can be found on [our website](#).

FEE TRANSPARENCY

The Practice Team at Matrix operate a transparent approach to fee negotiating and welcome discussion about alternative terms on a case by case basis. Generally in privately funded matters, our barristers work on hourly rates and fixed fees (including brief fees). We are happy to provide fee estimates in advance of work being undertaken and agree a timeline for the delivery of the work. In long-running, privately funded cases, we may seek to annually review the hourly rates of our counsel in consultation with you.

Increasingly we find that clients have a preference for billing by way of invoice over traditional rolling fee notes. Please let us know if invoice billing is more appropriate to your case.

We are happy to discuss with clients how they would like to be billed at the start of their case. We will issue invoices promptly and in any event within one month of the relevant hearing or billing event.

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 public and licensed access instructions in appropriate cases.

WORKING WITH MATRIX

A lay client information leaflet for is available from our website containing important information about Matrix and also a lay client's right to complain under our Complaints Policy.

All instructions received within working hours will be acknowledged and forwarded to counsel on the day of receipt. Matrix is happy to receive instructions by email.

Where written advice (or similar) is required, the work will be completed within 21 days of receipt unless otherwise specified and agreed by the parties (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 Team first, if at all possible, in order to ensure that the barrister in question is able to deal with the instructions in the required timescale.

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

All messages 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.

INFORMATION BARRIERS AT MATRIX

It is possible and permissible for all barristers, who are self-employed, to be instructed on opposite sides of a case. We have a protocol for dealing with this situation which ensures that conflicts do not arise and confidentiality is ensured. This is known as our Sensitive, Confidential & Conflict Case Handling Policy. For example, information barriers are put in place on our case management system and access is restricted to designated staff who will deal with the different instructing clients.

SERVICE PROTOCOLS

Matrix is always striving to develop new ways of delivering legal services in collaboration with other providers and we are open to developing different ways of providing our services on a client or case-by-case basis.

At the end of a case, it will now be the default for papers to be destroyed using our confidential waste contractor, rather than returned to solicitors. If you would like Matrix to return the papers, this will be done on request.

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 actively seek out feedback from clients. If any aspect of our service falls short of expectations we would like to know about it and do our utmost to resolve any issues.

Any formal complaints should be addressed to the Chief Executive. Details of our complaints procedures are available on request and from [our website](#).

Lay clients have a right to complain directly to Matrix without going through solicitors and a right to complain to the Legal Ombudsman. Our lay Client Information Leaflet contains important information about this, and we would ask that solicitors provide this to the lay client when instructing a barrister at Matrix and that you confirm to us this has been done. If this is not possible, please provide us with the lay client's contact details so we can write to them directly.

DATA PROTECTION AND PRIVACY

We want you to know that when you use our organisation you can trust us with your information. We are determined to do nothing that would infringe your rights or undermine your trust. Matrix's Privacy Policy, which can be found on our website, describes the information we collect about you, how it is used and shared, and your rights regarding it.

Matrix hosts a variety of free and informative events to assist in the continuing professional development of lawyers and other professionals. We may contact you from time to time (by email, post, or SMS) to keep you informed of events at Matrix that may be of interest to you. The option to unsubscribe from our mailing system is available on all these communications, or you can email our marketing department on 1marketing@matrixlaw.co.uk with the subject title containing the word REMOVE.

KEY CONTACTS

If you have a query relating to a case or a specific member, please contact the relevant Senior Practice Manager:

Practice Team M: [Alison Scanes](#)

Practice Team T: [Paul Venables](#)

Practice Team X: [Elizabeth Bousher](#)

For all other enquiries, please get in touch with our Chief Executive Officer, [Rachel Holmes](#).

KEY DOCUMENTS

The above standards contain a number of important documents, listed below.

They can all be found on our website.

- [Bar Council Standard Contractual Terms](#)
- [Bar Council Standard Contractual Terms – Legal Aid](#)
- [Matrix Client Information Leaflet](#)
- [Matrix Complaints Procedure](#)
- [Matrix Diversity Data 2020](#)
- [Matrix Email Disclaimer](#)
- [Matrix Equal Opportunities and Diversity Policy](#)
- [Matrix Location Map](#)
- [Matrix Privacy Policy](#)
- [Matrix Core Values](#)
- [Matrix Anti-harassment and Bullying Policy](#)

Our Sensitive, Confidential & Conflict Case Handling Policy is available on request.

CONTACTS

Tel: +44 (0) 20 7404 3447

Fax: +44 (0) 20 7404 3448

Central email: matrix@matrixlaw.co.uk