

# Complete Counsel Factsheet

## About us

Complete Counsel have several Barristers practicing in the areas of Clinical Negligence, Personal Injury, Immigration, Tax, Costs and Inquests. Our Barristers can assist you in drafting paperwork for cases and attending at Hearings. Only some of our Barristers are qualified to carry out Direct Access work.

Our Barristers are authorised to practise by the Bar Standards Board. Our Barristers and Clerks will follow the Bar Code of Conduct when dealing with Professional and Lay clients.

All practising Barristers at Complete Counsel have valid practising certificates and maintain (as a minimum) professional liability insurance provided by the Bar Mutual Indemnity Fund, managed by the Bar Mutual Management Company, 90 Fenchurch Street, London EC3M 4ST.

Barristers at Complete Counsel are Data Controllers and registered with the ICO.

## Contact us

The following are invited to contact the clerks on [support@completecounsel.co.uk](mailto:support@completecounsel.co.uk)

- Solicitors or other practicing lawyers.
- Licensed Access clients, members of professional bodies who are recognised by the Bar Standards Board
- Members of the Public who wish to instruct a Barrister under the Direct Access Scheme

If there is something you receive and do not understand please contact us.

## Pricing

At Complete Counsel we know how important it is to be transparent on pricing.

We recognise that each case is different and so in order for us to fully quote on a case, our clerks will ask you for relevant information such as size of papers and complexity. This will assist us in forming an idea of how long it will take the Barrister to prepare your case together with the seniority of the Barrister required for the case (if you have not chosen a specific Barrister and require the Clerks guidance).

Each case is considered on its own merit taking into account Barrister availability and suitability.

All Barristers have an hourly rate. These rates vary according to case complexity and experience/seniority of Counsel. We also carry out fixed fee work and are happy to agree such fees if you prefer.

Our Barristers also accept instructions under conditional fee agreements (no win no fee). This is agreed at the start of a case with the Solicitor representing.



[completecounsel.co.uk](https://completecounsel.co.uk)  
[support@completecounsel.co.uk](mailto:support@completecounsel.co.uk) • 0844 225 4532

Direct Access cases are not suitable for Conditional Fee as any work we do under this scheme must be paid for in advance of any work being carried out.

Our clerks are always happy to discuss fees with you in a transparent way.

As confirmed above, our Barristers are authorised to practise by the Bar Standards Board and our Barristers and Clerks will follow the Bar Code of Conduct when dealing with Professional and Lay clients.

## Timescales

We have a standard 21 day turnaround on all of our paperwork. Once we receive a set of papers from you, you will receive an acknowledgment containing our unique case reference number. The papers are conflict checked and logged on to our system. The return date for the paperwork is then entered into the relevant Barrister's diary to ensure no deadlines are missed. You will be contacted if a Barrister requires an extension to a deadline.

Although our standard turnaround is 21 days we actually aim to return all paperwork within 7 days of receipt as we appreciate competition is tight.

## Direct/Public Access

These can of course be considered and acted upon. Many of our cases come in with a short turnaround of 2/3 days. Please speak to the clerks either by telephone or email if you require a faster turnaround time than our standard and they would be happy to assist you.

## Urgent Deadlines

Members of the public wishing to instruct a Barrister can seek guidance from the Bar Standards Board's Public Access instructions which can be found here: <https://www.barstandardsboard.org.uk/resources/public-access-guidance-for-lay-clients.html>

If you do not have internet access please contact us and we will be happy to provide you with a hard copy of this guidance and take you through any necessary steps. Guidance on direct access work can also be found on the Home page of our website. A copy of our Direct Access guidance is also attached to this form.

## Complaints

Barristers who use our services are regulated by the Bar Standards Board. Information on whether the Barrister has a current practicing certificate, any disciplinary findings etc. are published on the Bar Standards Board website. Please search on their website or contact them (0207 611 1444 or [ContactUs@BarStandardsBoard.org.uk](mailto:ContactUs@BarStandardsBoard.org.uk)) to make an enquiry should an issue arise that we cannot assist you with. Our complaints procedure can be found on our website and can be found on our website here: <http://business.completecounsel.co.uk/about-us/our-policies/>