

Costs Lawyer Client Survey



It would greatly assist the Costs Lawyer Standards Board (CLSB) if you would take a few minutes to complete this survey once your instruction to your Costs Lawyer has been completed and post it to:

Costs Lawyer Standards Board, Centurion House, 129 Deansgate, Manchester, M3 3WR

1 ABOUT YOU

1.1 Your name

1.2 Your email

1.3 Date survey completed

1.4 Are you (a) A Solicitor (b) A non-Solicitor

If you have answered (b) please state whether you are:

A lay client (member of the public contracting the Costs Lawyer direct)

A business (other than a firm of Solicitors)

A charity

Other (please state)

1.5 Do you consider yourself for any reason to be a vulnerable client? If so, please state why. (*Examples of vulnerability include: Age, low income, inexperience, low literacy, learning disability, cultural barrier, physical disability, mental health issues, English as a second language, health problems, being a carer, leaving care, lone parent, bereavement, loss of income, relationship breakdown, release from prison*)

2 HOW DID YOU CHOSE YOUR COSTS LAWYER

Recommendation

I knew them from a previous instruction

CLSB/ACL website

Other (please state)

3 ABOUT YOUR COSTS LAWYER

3.1 The name of the Costs Lawyer you instructed

3.2 The date you instructed your Costs Lawyer

3.3 What checks did you make to ensure your Costs Lawyer was regulated? (please state)

continued over

3.4 What was the specific issue you instructed your Costs Lawyer to assist with? *(please state)*

4 CLIENT CARE

4.1 Did you receive a client care letter from your Costs Lawyer? Yes / No

4.2 Did that client care letter make you aware of:

(i) The service you expected to receive from your Costs Lawyer? Yes / No

(ii) The charging structure of your Costs Lawyer? Yes / No

(iii) Your Costs Lawyer's complaints procedures? Yes / No

(iv) Your right to refer an unresolved service complaint to the Legal Ombudsman? Yes / No

(v) Your right to refer an unresolved conduct complaint to the CLSB? Yes / No

4.3 Did your Costs Lawyer keep you informed of their costs incurred on an on-going basis? Yes / No

4.4 Did you send any monies to your Costs Lawyer other than in payment of an invoice? Yes / No

5 SERVICE SATISFACTION

5.1 How satisfied were you with the service you received from your Costs Lawyer?

<input type="checkbox"/> Very satisfied	<input type="checkbox"/> Satisfied
<input type="checkbox"/> Dissatisfied	<input type="checkbox"/> Very dissatisfied

5.2 Did you raise a complaint about your Costs Lawyer through their internal complaints procedure? Yes / No

5.3 If you have answered yes:

(i) Were you charged for any work in responding to or resolving that complaint? Yes / No

(ii) What was the nature of the complaint? *(please state)*

(iii) What was the outcome of the complaint? *(please state)*

6 GENERAL COMMENTS

Please take this opportunity to make any additional comments about the service of your Costs Lawyer which you feel was not addressed under this survey

We thank you for taking the time to complete this survey, your assistance is appreciated.