

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 email it to enquiries@clsb.info

1 ABOUT YOU

1.1 Your name

1.2 Your email

1.3 Date survey completed

1.4 Are you

A solicitor

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: inexperience, low literacy, learning disability, cultural barrier, language barrier, physical disability, health problems, carer responsibilities, leaving care, 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?

3.4 What kind of assistance did you instruct your Costs Lawyer to provide (for example, representing you in court, challenging a solicitor's fees, preparing court documents)?

4 CLIENT CARE

4.1 Please tick the box if you received a client care letter from your Costs Lawyer.

4.2 If so, please tick the box if that client care letter made you aware of:

- (i) The service you expected to receive from your Costs Lawyer
- (ii) The charging structure of your Costs Lawyer
- (iii) Your Costs Lawyer's complaints procedures
- (iv) Your right to refer an unresolved service complaint to the Legal Ombudsman
- (v) Your right to refer an unresolved conduct complaint to the CLSB

4.3 Please tick the box if your Costs Lawyer kept you informed of their costs incurred on an on-going basis.

4.4 Please tick the box if you sent any monies to your Costs Lawyer other than in payment of an invoice.

5 SERVICE SATISFACTION

5.1 How satisfied were you with the service you received from your costs lawyer?

- | | |
|----------------|-------------------|
| Very satisfied | Satisfied |
| Dissatisfied | Very dissatisfied |

5.2 Please tick if you raised a complaint about your Costs Lawyer through their internal complaints procedure?

5.3 If so:

- (i) Please tick if you were you charged for any work in responding to or resolving that complaint
- (ii) What was the nature of the complaint?

(iii) What was the outcome of the complaint?

6 GENERAL COMMENTS

Please take this opportunity to make any additional comments about the service provided by your Costs Lawyer.

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

The information you provide in this form will be used by the CLSB to help us understand the market that we regulate and monitor compliance with our regulatory rules. Sometimes we share data with third parties, such as other regulatory bodies or the Legal Ombudsman. We will always contact you before we do this. Any information that we use for statistical purposes will be anonymised.

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