

# Fact Sheet: PUBLIC ACCESS AT 2TG



## About us

2TG is a barrister's chambers whose members specialise in a broad range of commercial and civil areas of law across a broad range of sectors. Detailed information about Chambers' practice can be found on our website under the 'Expertise' tab on the home page.

Barristers instructed via Public Access are able to:

- Provide expert legal advice;
- Draft legal documents, formal court and tribunal documents and correspondence;
- Draft statements from litigants and witnesses;
- Advise on choice and use of expert witnesses; and
- Represent you in court, at hearings, tribunals and in mediations or other forms of ADR.

Barristers at 2TG are not authorised to conduct litigation. Therefore Public Access clients should be aware of the limitations in the service that our barristers can offer. For example, our barristers are unable to:

- Issue court documents on your behalf;
- Contact witnesses directly;
- Collect or investigate evidence;
- Correspond directly with the other side in the case; or
- Handle any client money e.g. they may not pay your court fees on your behalf.

2TG barristers are regulated by the Bar Standards Board (BSB). A link to the Barristers' Register on the BSB's website can be found [here](#). The Register shows who has a current practising certificate and whether the barrister has any disciplinary findings, which are published on the Register in accordance with BSB policy. A link to the BSB's Public Access Guidance for Lay clients can be viewed [here](#).

## Contact us

Prospective Public Access clients are very welcome to contact the 2TG clerking team in order to obtain a quote for our barristers' services. We will provide you with a quote as soon as possible. We always aim to set out quotes clearly, but if you receive your quote and there is something you do not understand, please contact us. Our contact details, including direct dial telephone numbers and direct email address for our clerking team, can be found on our website [here](#).

## Fees

Our barristers charge either an hourly rate, daily rate or fixed fee depending on the type of work involved. For example, written work tends to be charged hourly, but we are able to agree fixed fees. Attendance at hearings will always be charged as a fixed fee. We do not work under Conditional Fee Agreements for Public Access cases.

## Timescales

Timescales for a case will vary depending on a number of factors including the barrister's availability at the time of

the enquiry, the type and complexity of the case, the other side's approach and when the court or tribunal are able to list your case for hearing (if applicable).

Our clerks will provide you with estimated timescales for written work, including advice or drafting/amending documents.

## Feedback and Complaints

We welcome and appreciate feedback from our clients, which is valuable in helping us to improve our service, communications and approach. In particular, if you are unhappy with any aspect of the service you have received from your barrister or Chambers generally, we would like to know. Feedback and complaints should be addressed to Lee Tyler, Senior Clerk. You can phone Lee direct on +44 (0)20 7822 1203, email him at [lt Tyler@2tg.co.uk](mailto:lt Tyler@2tg.co.uk), or write to Lee at 2TG, 2 Temple Gardens, London EC4Y 9AY.

Please give your name and address, the name of any barrister or staff member concerned and the name of the case, with details of your feedback or complaint. All communications will be treated in confidence.

Feedback and Complaints (cont.)

Complaints are normally investigated within two weeks. If the investigation will take longer, we will tell you what the delay will be. Lee may work with an independent barrister nominated by our Management Board.

The outcome will be reported to you in writing, normally within 28 days of you raising the matter with us.

If you are not satisfied with the outcome of your complaint, or the process, and you are complaining about your barrister, you can contact:

Legal Ombudsman (LeO)

PO Box 6806

Wolverhampton

WV1 9WJ

Tel. +44 (0)121 245 3050

You can view decision data on the LeO website [here](#). Decision data on the LeO website shows providers which received an Ombudsman's decision in the past 12 months. In each case, the data shows whether the LeO required the provider to give the consumer a remedy.