

Chambers UK 2012

Client Service at the Bar - Henderson Chambers

Under the expert eye of “fantastic” head clerk John White, Henderson Chambers has put client satisfaction at the heart of its approach to the law.

This tactic has paid off, resulting in a widespread view that “Henderson Chambers’ client care and management are second to none.” Throughout our research similar sentiments were voiced time and time again. The service was variously described as “brilliant”, “first-class”, “receptive” and “by far the best.”

In order to earn such praise, the clerks and support staff have to be genuinely proactive, realistic, responsive and friendly. Above all, they have to “work together seamlessly”. All at the set “always understand the details of the cases, are prepared to talk things through” and, perhaps most importantly of all, prove “very accessible right from the junior clerks through to the head of chambers.”

This superior service helps to develop a culture of confidence and trust that is vital to any fruitful relationship with either solicitor or client.

But it is not just the clerking that has impressed: the barristers themselves are “laid-back and accommodating,” and the chambers “modern and comfortable, but not too opulent.”

Clients also value the set’s high-quality seminars, e-mail bulletins and “fantastic” training sessions.

