

## Client Service at the Bar

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5 Paper Buildings has been commended within the recent edition of Chambers and Partners for its provision of quality client service.

The “Rolls-Royce service” provided by the clerks at 5 Paper Buildings is widely regarded as a considerable benefit of choosing to instruct the chambers. Sources characterise it as a “very accommodating set,” with commentators quick to highlight that “they take on board concerns and are ever so approachable.” Interviewees also commend the personal nature of the relationships formed by the team, with one instructing solicitor saying: “It’s a different level of client service – I feel like I am part of their family.” At the head of the clerking team is senior clerk Dale Jones, who maintains a reputation as “the dean of all senior clerks” due to his

constructive approach. One impressed interviewee attests: "If there is ever an issue, I can call him up and he'll sort everything out." Jones' flexible and collaborative attitude is mirrored by first junior clerk Graham Briggs and second junior Dan Barnett, who receive praise for being "adept at coming up with practical solutions." An important aspect of the service provided by chambers as a whole is its commitment to attending to clients' needs in a timely manner, with market sources revealing that "when organising diaries and fees, everyone is very on the ball." Overall, it is the "helpful and efficient" service provided that most stands out, with one client summarising the experience succinctly: "My overall impression of the set is that they are a fantastic set of chambers to work with. Everyone I come into contact with there is always very helpful and pleasant to work with."