

## **Eleanor Sanders**

### *Client Information Leaflet*

#### *About me*

I am a barrister at One Pump Court Chambers in London.

#### *How I will work for you*

My work for you may involve giving advice, writing legal documents, or representing you in a court, tribunal or other context. I work for you through your solicitor or pro bono organisation – I cannot have direct contact with you about your case except at court or on another occasion planned with your solicitor or pro bono organisation, such as a conference with you.

As your barrister, I will work closely with your solicitor (unless you are a pro bono client in which case I will work with the relevant pro bono organisation, e.g. the Bar Pro Bono Unit or Bail for Immigration Detainees, to the extent appropriate). But my duty is to you. I will do whatever I legally can to protect and advance your interests. However, my overriding duty is to the court or tribunal, so I cannot knowingly or recklessly mislead the court or tribunal.

I will keep what you tell me confidential if that is what you want. But I cannot tell a court (or anyone else) anything that I know is not true.

Further information about my professional duties is provided by the Bar Standards Board: <https://www.barstandardsboard.org.uk/for-the-public.html>.

I will do whatever I can to help you through the legal process. Please tell me or your solicitor about any concerns you have. And do ask all the questions you want to ask.

#### *Feedback and complaints*

If anything is wrong, I would always want to know and to put it right. Please tell me, my Chambers, or your solicitor or pro bono organisation, straight away. You can contact my Chambers for this purpose by email: [clerks@onepumpcourt.co.uk](mailto:clerks@onepumpcourt.co.uk); by telephone: 020 7842 7070; or by post: One Pump Court Chambers, Elm Court, Temple, EC4Y 7AH. Please see <https://onepumpcourt.co.uk/complaints/> for further information.

If you are not satisfied with Chambers' response, you can complain to the Legal Ombudsman (<https://www.legalombudsman.org.uk/>). Information on how to complain is provided at: <https://www.legalombudsman.org.uk/information-centre/consumer-resources/bringing-a-complaint-to-us/>. You must bring your

complaint to the Ombudsman within six months of Chambers' final written response. The Legal Ombudsman's website advises that it is unlikely that they will be able to investigate if the deadline is not met.

*Data Protection*

Please see the attached privacy policy for details about how your data is processed.

*More information*

You can find out more about me and my Chambers on Chambers' website at [www.onepumpcourt.co.uk](http://www.onepumpcourt.co.uk).