

PEER REVIEW FAMILY CRITERIA

Suppliers Name:	Case Reference Code:
Peer Reviewer:	Date:
Client's Name:	Fee Earner:
Category:	

A. Communication with the Client:

Please circle one only

- | | | | | | | |
|--|---|---|---|---|---|-----|
| 1. How well does the adviser appear to have understood the client's problem? | 1 | 2 | 3 | 4 | 5 | |
| 2. How well was the communication tailored to the client's specific case? | 1 | 2 | 3 | 4 | 5 | |
| 3. How effectively was confirmation provided to the client of | | | | | | |
| a) the information and instructions provided by them | 1 | 2 | 3 | 4 | 5 | |
| b) the advice provided by the supplier, including the merits of the case | 1 | 2 | 3 | 4 | 5 | |
| c) the progression of the case | 1 | 2 | 3 | 4 | 5 | N/A |

B. The Advice:

- | | | | | | | |
|--|---|---|---|---|---|--|
| 1. How legally correct was the advice given? | 1 | 2 | 3 | 4 | 5 | |
| 2. How well was the advice tailored to the client's specific matter? | 1 | 2 | 3 | 4 | 5 | |
| 3. How comprehensive was the advice? (For Family, see over) | 1 | 2 | 3 | 4 | 5 | |
| 4. Was the advice given in time/ at the right time? | | | | Y | N | |

C. The Work / Assistance:

- | | | | | | | |
|--|---|---|---|---|---|-----|
| 1. If no other work was carried out, was this appropriate? | | | | Y | N | N/A |
| 2. Where further work was carried out | | | | | | |
| a) how appropriate was it | 1 | 2 | 3 | 4 | 5 | |
| b) how efficiently was the work carried out? | 1 | 2 | 3 | 4 | 5 | |
| 3. Given all the circumstances of the case, how good was the outcome achieved? | 1 | 2 | 3 | 4 | 5 | |
| 4. If no disbursements were incurred was this appropriate? | | | | Y | N | |
| 5. Where this is necessary did the adviser consider/ advise on/act on an effective referral? | 1 | 2 | 3 | 4 | 5 | N/A |
| 6. Did the adviser or their work in any way prejudice the client?
If yes, provide details overleaf. | | | | Y | N | |
| 7. How effective was file review/supervision? | 1 | 2 | 3 | 4 | 5 | N/A |

Overall mark

1 2 3 4 5

Please write any further necessary comments legibly and clearly on the additional paper provided

Family

B.3

a) How comprehensive was the advice in relation to divorce?	1	2	3	4	5	N/A
b) How comprehensive was the advice in relation to children?	1	2	3	4	5	N/A
c) How comprehensive was the advice in relation to ancillary relief?	1	2	3	4	5	N/A
d) How comprehensive was the advice in relation to injunction	1	2	3	4	5	N/A
e) How comprehensive was the advice overall?	1	2	3	4	5	N/A

Please record what you think are the Matter Types and/or the Outcome Codes are for this file

For a Legal Help/Controlled Legal Representation file:

Matter Type 1

Matter Type 2

Staged Reached

Outcome for the Client

For a Certificated file:

1st Outcome Code

2nd Outcome Code

3rd Outcome Code

4th Outcome Code

5th Outcome Code
