

## PEER REVIEW CIVIL CRITERIA FOR CLA PEER REVIEWS

Supplier's Name: <input style="width: 95%; height: 25px;" type="text"/>	Case Reference Code: <input style="width: 95%; height: 25px;" type="text"/>
Peer Reviewer: <input style="width: 95%; height: 25px;" type="text"/>	Date: <input style="width: 95%; height: 25px;" type="text"/>
Client's Name: <input style="width: 95%; height: 25px;" type="text"/>	Case Adviser: <input style="width: 95%; height: 25px;" type="text"/>

**A. Communication with the Client:**

*Please circle one only (1 being excellent)*

1. How well does the adviser appear to have understood the client's problem?	1	2	3	4	5	
2. How effective were the adviser's communication and client - handling skills?	1	2	3	4	5	
3. How effective were the adviser's fact and information - gathering skills?	1	2	3	4	5	
4. How effectively was the client informed of						
a) the merits (or not) of the claim, and	1	2	3	4	5	N/A
b) all developments?	1	2	3	4	5	N/A

**B. The advice:**

1. Was the advice given legally correct?	1	2	3	4	5	N/A
2. How appropriate was the advice to the client's instructions?	1	2	3	4	5	N/A
3. How comprehensive was the advice? (For Family, see over)	1	2	3	4	5	N/A
4. Was the advice given in time/ at the right time?				Y	N	N/A
5. How effective in working towards what the client reasonably wanted/needed was any advice given?	1	2	3	4	5	N/A

**C. The work/ assistance:**

1. Was it appropriate for this matter to proceed as telephone only advice?				Y	N	N/A
2. Was it appropriate for this matter to proceed only under CLA?				Y	N	N/A
3. Where this is necessary did the adviser consider/advise on/act on an effective referral/signposting?	1	2	3	4	5	N/A
4. Was any referral/signposting carried out effectively?				Y	N	N/A
5. If no other work was carried out, was this appropriate?				Y	N	N/A
6. If any further fact-finding work was carried out						
a) how appropriate and	1	2	3	4	5	N/A
b) how efficiently executed was the work?	1	2	3	4	5	N/A
7. If any other work was carried out						
a) how appropriate and	1	2	3	4	5	N/A
b) how efficiently executed was the work?	1	2	3	4	5	N/A
8. How effective in working towards what the client reasonably wanted/needed was any further work carried out?	1	2	3	4	5	N/A
9. If no disbursements were incurred was this appropriate?				Y	N	N/A
10. How appropriate were any disbursements incurred?	1	2	3	4	5	N/A
11. Throughout the file how effectively did the organisation use resources?	1	2	3	4	5	
12. Did the adviser or their work in any way prejudice the client?				Y	N	
If yes, provide details overleaf.						

<b>Overall mark</b>	1	2	3	4	5	
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*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 the Outcome Codes are for this file**

*Matter Type 1*

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*Matter Type 2*

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*Stage Reached*

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*Outcome for client*

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