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| Clinic file review | |
| Client information | |
| **Client name** |  |
| **Date(s) on which client attended clinic in the last six months.** |  |
| **Is there a completed client intake form for the client?**  **What is the date of the latest client intake form (even if outside the last six months)?** |  |
| **Does the client have a hard copy folder at the clinic?** |  |
| **Is the client's hard copy file in order?**  *Please consider whether the file is in chronological order, appears to be comprehensive and could be consulted by a volunteer to determine the current status of the matter.* |  |
| **Is the client's file in a poor physical state?** |  |
| **Does the client's hard copy folder match the client's electronic folder (i.e. are all the documents relating to the last six months stored in both folders)?**  *If not, please flag how many documents are not in both folders.* |  |

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| Information Regarding Client Matter(s) Please complete the questions below for each matter brought to the clinic during the last six months. | |
| **Description of matter(s)**  *Please provide a brief description of the matter(s). If there are multiple matters, please use sub-headings (see example questionnaire)* |  |
| **Assessments made**  *Are the assessments made throughout the file, both legal and factual, sound?*  *For assistance regarding grading performance, for example see the Legal Aid Agency’s Independent Peer Review document, as well as the subject specific Improving your quality guides, available via LawWorks’ website).* |  |
| **Is the matter(s) legal or non-legal?**  *Please consider whether any legal advice has been given, or whether advice is non-legal.*  *If there are multiple matters, please replicate the sub-headings from the 'Description of matter(s') box.* |  |
| **Have there been any time delays during the matter(s)?**  *Please consider whether there appear to have been any delays in advancing the matter, e.g. evidence of protracted conversations with other parties where the delay appears to have been caused by the clinic.*  *If there are multiple matters, please replicate the sub-headings from the 'Description of matter(s') box.* |  |
| **Have there been any handover issues during the matter(s)?**  *Please consider the contents of the file and comment on whether there has been any confusion as to the current status of the client's matter, e.g. there has been repetition of advice or there are comments in the file concerning missing documents.*  *If there are multiple matters, please replicate the sub-headings from the 'Description of matter(s') box.* |  |
| **Was the client referred to any other legal service providers?   If so, who were they?** |  |
| **Do we know whether the matter was resolved? If so, what was the result?**  *Consider whether we know what happened in relation to the client's issue and whether the result was positive.*  *If there are multiple matters, please replicate the sub-headings from the 'Description of matter(s') box.* |  |
| **Any other comments**  *Consider whether you have any further comments especially in relation to whether a proper standard of client care was provided.* |  |