

Quality Policy

Introduction

The firm believes that the legal market expects a continually improving service. We aim to continually improve the service we provide to meet our clients' requirements and to produce quality legal services work that we can justifiably be proud of.

The firm aims to achieve the above by implementing a management system that complies with the international standard of good practice BS EN ISO 9001. It also includes a commitment to meet the requirements of our clients, as well as legal and regulatory requirements. Also to continual development of the system and helping to ensure it remains effective.

Only by providing and delivering an outstanding and quality service will we achieve our aims of long term success and sustained improvements.

All personnel within the firm are responsible for the quality of their work. The firm provides training and has established systems to assist all personnel to achieve the standards required. While we endeavour to produce work and offer a service that we can be proud of, we have to recognise that we don't always achieve our own standards. When a customer complains, we are committed to investigating the complaint and will do our best to put right all justified complaints.

The policy, organisation and procedures necessary to achieve the required standards are described in our Quality Management System.

The Quality Manager is responsible for monitoring the quality system and reports regularly to the Managing Partner on the system's implementation, status and effectiveness.

The objectives of this firm are set out in our Business Plan. Objectives for individual transactions and legal matters are to carry out the work to the satisfaction of the client and in accordance with the scope and terms of business as agreed with the client.

Responsibility

Our Practice Director, David Downham has overall responsibility for this quality policy and is our designated Quality Manager for this purpose.