

ST PAUL'S CHAMBERS

QUALITY POLICY

Chambers is committed to a constantly developing policy to assure the quality of our services to all clients. Our objective is to provide a professional and efficient service to standards that work to and will continue to meet the requirements of "Bar Mark" and the professional standards laid down in the Bar Council's Code of Conduct and Practice Management Standards. We constantly monitor our service to ensure these standards are not only maintained but, where possible, improved.

We believe sustained quality excellence is achieved only by continuous improvement. A Committee of barristers and senior staff is responsible for monitoring achievement of standards and initiating improvement. We attach great importance to the contribution made by all barristers and employees to the quality of service provided. Our management structure encourages a policy of open communication and involvement to generate and capitalise on useful ideas. Resources and training requirements are regularly reviewed for staff, Practice Groups and Chambers as a whole to ensure that all barristers and employees are able to develop their skills and fulfil their role and thus contribute to the overall success of Chambers.

QUALITY AIMS AND OBJECTIVES

1. To provide and maintain a defined organisational structure with clear lines of responsibility and accountability
2. To give clear direction to Chambers forward development and progress
3. To give client care the highest priority and constantly measure our service to ensure that standards are maintained and, where possible, improved
4. To ensure Chambers' finances are efficiently and ethically managed and utilised to assist Chambers' projected development and progress
5. To have a personnel management that is fair and equitable so that staff are encouraged to develop their skills and competencies to their own benefit as well as Chambers'
6. To provide a clerking service, which we recognise as Chambers' core service, that is always efficient, friendly and professional
7. To ensure our premises and facilities are modern, comply with Health & Safety Regulations and generally provide a safe and pleasant working environment
8. To provide a fair and comprehensive selection and training programme in order to develop and nurture future tenants

9. To ensure that every individual is at all times treated with dignity and respect, free from judgement or treatment based on prejudice or assumption