



## Quality service

### Quality policy statement

Garden Court North Chambers aims to continue to provide a wide range of expertise as advocates, advisors, mediators and arbitrators in civil, criminal, immigration, housing and employment law. Our key quality objectives are:

- to deal with clients in a friendly, courteous and efficient manner
- to maintain high quality clerking skills with care and attention to detail
- to maintain an open and flexible approach to fee structures
- to deliver services through the most appropriate means to the client whilst maximizing the using of new technology for speed and efficiency
- to agree turnaround times for paperwork and adhere to agreed targets
- to give professional clients prompt information regarding the progress of their case

We are committed to a comprehensive and developing policy to assure the quality of our service. This is ensured through the implementation and maintenance of clear policies and procedures which are defined in our Quality Manual and which are adhered to by all members and staff.

All barristers and employees contribute to maintaining and improving the quality of the service we provide. Our meeting structure encourages a policy of open communication and involvement to generate an innovative environment, resources and training requirements are regularly reviewed for individual employees

and barristers and for Chambers as a whole to ensure that everyone is able to develop their skills and fulfil their role in the implementation of our quality system.

Chambers is committed to maintaining the 'Barmark' and 'Quality Mark' awards.

Overall responsibility for ensuring compliance with our quality system by our members lies with our Head of Chambers.

The Senior Clerk has overall responsibility for ensuring that the policies, procedures and standards defined in the quality system are implemented and maintained.

In order to ensure compliance with the standards we have set ourselves, and in order to continue to improve the service we offer we shall do the following:-

- implement a structured preventative action procedure
- measure our compliance with our standards at regular intervals
- hold regular team meetings to monitor the achievement of standards and policies and set objectives for continuing improvement
- regularly review our quality systems and survey our clients to ensure that our policies and service are always focused on client needs

This policy has been issued to all barristers and staff and is available to clients in our Chambers Brochure.