

Lexcel Assessment 2008



Extracts from the independent assessors comments in May 2008 :-

"There is a very strong commitment throughout the practice to the highest standard of client care . . . The emphasis in everything the firm undertakes is on the highest standard of quality and client care . . . nothing but the highest quality is acceptable."

"File audit and client satisfaction feedback is now included as part of each Fee Earner's appraisal . . . Staff interviewed found it to be a useful and constructive process."

"The standard of File Management is generally excellent . . There is a process for all Fee Earners to review every file on a monthly basis . . . File Reviews are conducted rigorously, the data generated reviewed quarterly and communicated to all staff on the Intranet"

"People management continues to be excellent. The firm is an open and friendly place and the staff appear committed and content"

"The firm has a Community and Social Responsibility Policy and an Environmental Policy. Details are posted on the firm's website and are available to clients. These policies are already very much part of the firm's ethos . . . There is an excellent Disability Access Statement on the firm's website."

"professionals with a human face"