

Lexcel Assessment 2007



Extracts from the independent assessors comments in May 2007 :-

"There is an excellent commitment to quality and all aspects of client care throughout the firm."

"The concept of quality is strong throughout the practice. The emphasis in the policies, procedures and processes is that the highest standard of quality / client care is the Harris & Harris way of doing things."

"Client surveys are carried out regularly and the results are excellent."

"Interviews confirmed that staff at all levels understand the importance of the quality system and are (rightly) proud of the firm's achievements and reputation . . . People management is excellent and the staff is loyal and totally committed to the firm and to the highest standards of client care."

"It is noticeable that much of the talent within the firm is "home grown". A number of fee earners joined the firm as trainees and are now qualified fee earners and/ or partners. A considerable number of support staff have also been with the firm for many years."

"File management is excellent. Files are kept in good order, full attendance notes are made and files are progressed and clients kept informed."

"professionals with a human face"