

# Lexcel Assessment 2009



Extracts from the independent assessors comments in May 2009 :-

*"Despite issues and concerns surrounding the recession Harris & Harris seems to be a happy place with surprisingly good morale."*

*"There are some very good people management practices in place and a real sense of people pulling together as a team."*

*"There is a very low turnover of staff with a majority of staff having worked for the firm for many years."*

*"There is an ethos of openness and transparency throughout the firm."*

*"File reviews and interviews with all levels of staff show a clear commitment to quality and a high standard of client care."*

*"The firm encourages staff to use plain English, to avoid jargon and not to try to impress clients by making things complicated."*

*"There is a lot of good practice evident on matter files, in particular in dealing with the timely dispatch of client care letters, scoping out of instructions, timescales and some good information concerning costs."*

*"The results of client care surveys are analysed quarterly and the results posted on the intranet."*

*"There is a clear commitment to continuous improvement within the practice."*

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*"professionals with a human face"*