

Extracts from the independent assessors comments in May 2010

*" . . . there is an excellent commitment to quality and all aspects of client care throughout the firm. This is not just compliance with the standard but the Harris & Harris way of doing things."*

*"The firm are keenly aware that the best marketing strategy is to concentrate on delivering excellent client care to their existing clients."*

*"Files illustrate a very client focused approach, with issues being explained clearly and without the use of jargon."*

*"There is a clear commitment to continuous improvement."*

*"There continues to be a real ethos of openness and trust within the firm."*

*"People management is excellent and as a consequence morale remains good despite the recession and staff are loyal and very committed to the firm."*

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*"professionals with a human face"*