

Garden Court Chambers

QUALITY POLICY STATEMENT

Garden Court Chambers aims to continue to provide a wide range of expertise as advocates, advisors, mediators and arbitrators in civil, criminal, family, housing and immigration law. Our goals are:-

Our key quality objectives are:

- *Dealing with clients in a friendly, courteous and efficient manner*
- *Maintaining high quality clerking skills with care and attention to detail*
- *Maintaining an open and flexible approach to fee structures*
- *Delivering services through the most appropriate means to the client whilst maximizing the using of new technology for speed and efficiency*
- *Agreeing turnaround times for paperwork and adhere to agreed targets*
- *Giving professional clients prompt information regarding the progress of their case*
- *Excellence of legal advice and advocacy*
- *Fearless professional, dedicated and effective work for our clients*
- *Awareness of our role in the community and the legal profession and a commitment to publicly funded work*
- *Democratic and transparent government of chambers*
- *Fostering an harmonious working environment for barristers and staff with strong mutual support*
- *Continuing educational development for barristers and staff*
- *Sound management of our finances*
- *Commitment to equality and diversity and provision of equality and diversity training for all members and staff.*

We are committed to a comprehensive and developing policy of assuring 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, pupils and staff.

All barristers and employees contribute to maintaining and improving the quality of the service we provide. Our committee and 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, barristers and pupils 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 'Barmark', the International Standard for Quality Management Systems - ISO 9001:2000 and the LSC's Quality Mark for the Bar.

Overall responsibility for ensuring compliance with our quality system by our members lies with our Joint Heads 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 is available to all barristers, pupils and staff via chambers' intranet and is available to clients via our Web-Site.

Reviewed and approved by Management Committee – 24 April 2006