



QUALITY ASSURANCE POLICY

Service Provided

Equity Chambers seeks to provide a highly skilled and professional service at all levels to meet the increasing and changing needs of all our clients. We seek to provide the service in appropriate surroundings having regard to all the needs and requirements of our client, and where necessary offer alternative surroundings. We seek to be approachable and flexible in the provision of our service to clients at all times, and constantly strive to update and improve on our service to offer our client the best service possible.

Provision of The Service

- Providing a range of expertise at all levels of call.
- Continued Development.
- Provision of advice by telephone, fax, disk or Email if required.
- Return of paperwork within agreed deadlines.
- The maintenance of a comprehensive library.
- Awareness of clients needs.
- Flexibility with location and timing of conferences.
- Facilities to accommodate larger conferences.
- Flexibility in conference location for disabled Clients.
- Toilet & Refreshment Facilities.
- Preparedness to travel throughout the circuit and to other circuits.
- Informing clients of members of Chambers specialisations/ experience.
- Multi Lingual:-
- Quick response to email and telephone enquiries.
- Maintenance of an informative web site.

Quality Benchmark

In setting the quality standards for Chambers, the following benchmarks and standards have been utilised as the minimum requirement:

- Practice Management for the Bar
- Code and Conduct of the Bar of England and Wales
- Consolidated Regulations