



## **ST IVES CHAMBERS**

**CHAMBERS OF MICHAEL KEEHAN QC  
1 – 3 WHITTALL STREET  
BIRMINGHAM  
B4 6DH**

### **QUALITY POLICY STATEMENT**

This Quality Policy statement has been developed to ensure that Chambers fulfils the following objectives in its aim to provide the highest levels of service to clients.

- To provide a professional, approachable and competitive service in the main areas of common law ensuring prompt and practical legal advice and representation as a priority.
- To provide an effective clerking service for all professional clients.
- To utilise IT to its full potential in order to maximise efficiency and client care.
- To resolve client concerns as speedily as possible and to develop services in response to feedback received.
- To recruit capable, helpful and courteous staff and to invest in their development and training.
- To ensure that our premises and facilities are accessible, practical and comfortable.
- To provide a working environment that is safe and secure for all personnel and visitors.
- To comply with and promote the Bar Council's Code for Equality and Non-Discrimination.
- To provide strategic direction and to develop Chambers to its full potential, particularly in light of the new challenges for the Bar and the changing legal landscape.

- To ensure that responsibility, authority and the decision-making structures within Chambers are clearly defined.

We are committed to a policy of assuring the quality of our service to all clients. Our objective is to provide an efficient, competitive and professional service, carried out to controlled standards that are consistently maintained. This is ensured through the implementation and maintenance of clear policies and procedures that are adhered to by all members and staff. We have set service standards and measure our compliance regularly to ensure that such standards are maintained and developed appropriately.

Chambers works to and will continue to meet the requirements of the LSC Quality Mark for the Bar (QMB) (thereby retaining the Quality Mark award). Chambers will also work towards achieving BARMARK in 2011 which will indicate that Chambers complies with the Bar Council's Practice Management Standards and Guidelines. Although everyone in Chambers contributes towards the implementation, improvement and success of our Quality Management System, the Chambers Management Committee has responsibility for ensuring that standards are adhered to by members. The Chambers Manager has responsibility for managing staff.

We believe sustained quality and excellence is achieved only by continuous improvement and we will strive to improve the service to all our clients by means of structured reviews of our Quality Management System. Management Committee and Chambers meetings provide a regular forum for the monitoring of standards and achievements, reviewing feedback obtained and the effectiveness of corrective action taken. The regular review of our Quality Management System at the strategic level and the canvassing of client feedback ensures that our service and policies are always focussed on client needs.

Resource and training requirements are regularly reviewed for staff, members and Chambers as a whole to ensure that all barristers and employees are able to develop their skills and to fulfill their role in the implementation of this policy and to contribute to the overall success of Chambers.

This policy has been issued to all barristers, pupils and staff and is available to clients on request.