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## KINGS CHAMBERS QUALITY POLICY

### INTRODUCTION

It is the policy of Kings Chambers (“Chambers”) to maintain a commitment to providing our clients with an excellent standard of service.

Established in 1946, we are recognised as one of the leading civil sets outside of London and it is important that we maintain a high standard of service through our dedication to clients and our uncompromising attitude to quality, professional standards, advocacy and specialist legal services.

The pursuit of excellence is at the core of our collective culture and we achieve this by maintaining and continually developing an effective infrastructure, attracting consistently high-quality work at both a national and international level and maintaining a membership of barristers recognised for their reputation for quality, advocacy, specialist knowledge and professional standards.

### QUALITY OBJECTIVES

This Quality Policy is managed through a clearly defined set of objectives which are:

- We will endeavour to deliver our services to the highest professional standards;
- We will endeavour to conduct our business in an ethical and professional manner; and
- We will endeavour to provide an efficient and effective infrastructure to support the provision of legal services by barristers

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We will achieve the aims of these Quality Objectives through a structured and measured approach including:

- Maintaining a commitment to quality and service through a programme of continual improvement, planned and executed in a methodical and consultative manner, for our business;
- Monitoring client feedback on an ongoing basis with a particular focus on the management of the complaints process;
- An ongoing commitment to review, report and analyse our approach to and compliance with requirements relating to Equality & Diversity, Fair Allocation of Work, Corporate Social Responsibility and Wellbeing; and
- The effective management of risk (including identification and rectification of non-conformities and risk events) in order to safeguard our business

### **COLLECTIVE RESPONSIBILITY**

We recognise that achieving the objectives and aims of this Quality Policy is only possible if all Members and employees of Chambers embrace the highest possible standards of excellence and client care in their day-to-day work.

Members and employees are responsible for ensuring they are fully aware of the Quality Policy and for the implementation of the Quality Objectives and standards within their own areas of responsibility.

#### **Employees**

In practice employees are responsible for ensuring they provide clerking, administrative and general support to Members and clients to a high standard and that they contribute to the achievement of Chambers' overall Quality Objectives through their day-to-day work.

#### **Members**

Members are responsible for ensuring the requirements of Chambers' Quality Policy (and the Quality Objectives) are applied in the conduct of their own cases and that appropriate standards and service quality are provided in order to meet the needs and expectations of clients.

### **AVAILABILITY AND UPDATES**

This Quality Policy forms part of Chambers' overall operational practice and business management system and is made available to all Members and employees of Chambers.

A copy is also available on our website <https://www.kingschambers.com> where any future changes and versions will be published.