

**Responsible :** Suzy Hutchinson

**Manager :** Ron Davison

**Policy Ref :** PP008 Quality Policy

### **Introduction**

Our philosophy is to provide the highest standard of professional conduct and expertise in our legal fields to our clients existing and new to ensure equality & diversity in all our dealings.

Gamlins is one of the largest legal firms in North Wales, with the ability to offer a range of service from employment, family & children matters, wills & trusts, corporate & commercial matters and property services to name a few.

Our reputation is based on our people and their knowledge of the area and its communities, a large number of employees are Welsh speaking.

Gamlins is authorised and regulated by the Solicitors Regulation Authority (SRA) and complies with the Solicitors Regulation Authority Standards and Regulations and maintains an appropriate level of professional indemnity insurance. Our SRA regulation number is 78742.

We are accredited with the quality standard ISO9001:2015 and Lexcel, and are dedicated to the highest standards of service and advice.

### **LawNet Quality Standard ISO9001:2015**

Gamlins is a member of the LawNet nationwide network of over 65 member firms. For our clients, the LawNet brand is a mark of excellence.

The standard ensures that as a client they can be assured that our best interests will always be our utmost priority and that as a firm we are committed to the improvement of the services we offer and the management of our firm.

The standard is audited independently every 6 months by the Centre for Assessment ([www.Centreforassessment.co.uk](http://www.Centreforassessment.co.uk))

### **Law Society**

Gamlins are also accredited with the Lexcel award (which is voluntary unlike the ISO9001:2015 standard which is compulsory) and the Conveyancing Quality Scheme (CQS), which allows the firm to tender for Legal Aid and mortgage lender panel contracts.

The Lexcel standard is audited every 12 month by the Centre for Assessment.

The Conveyancing Quality Standard is audited by the Law Society every 12 months.

### How do we do it?

The LawNet Quality Standard provides a framework based on the SRA Standards and Regulations and incorporates the Lexcel objectives. All partners and employees are responsible for following the requirements within the terms of their own job description.

The quality policy and the firm's management systems are included on the agenda of all partner and departmental meetings to ensure that the firm continues to apply the standard in its day to day tasks. Quality objectives are considered as and when necessary at Directors' meetings and reviewed bi-annually in the Business and Marketing Plan. Suggestions on how policies and procedures can be improved are always welcome.

### Quality Records

The quality records below are retained, stored and disposed of as follows

Description	Storage Arrangements	Retention Times	Disposal Methods
Minutes of Meetings	Electronic	As long as reasonably required	Shredded
Training Records	Electronic and hard copy	As long as reasonably required	Shredded
Client files	Hard copy – Cabinets/ records room/ barn	As per archiving procedure	Shredded
File reviews	Hard copy file	As long as reasonably required	Shredded
Supervision records	Files	As long as reasonably required	Shredded
Internal audit records	Files	As long as reasonably required	Shredded
Complaints and client feedback	Files	As long as reasonably required	Shredded
Money laundering reports	Files, if applicable	As long as reasonably required	Shredded
Risk registers	Electronic & File	As long as reasonably required	Shredded
Revision records for policies, plans and procedures	Electronic & File	As long as reasonably required	Shredded
Budgets & maintaining reports	Electronic & File	As long as reasonably required	Shredded
Induction records	File	As long as reasonably required	Shredded
Exit interviews	File	As long as reasonably required	Shredded

In addition, we are required to determine the boundaries and applicability of our quality management system to establish its scope. We would refer to our Risk Register and Business Continuity Plan (PP015), requirements of the interested parties referred to in Standard of service (PP003) and also the services we offer in Services Offered (PP001).

By considering all risks within the Risk Register annually (or more often where required), reviewing those selected risks monthly (by COLP Reports) and maintaining records of such risks we can establish the boundaries and accountability of our system. All staff receive training on the risk issues and discuss any relevant issues at departmental meetings. By complying with the policies and procedures then we can ensure effective compliance with our quality system.

Any changes to the quality policy will be approved by the quality partner before implementation.

We have considered each Policy and how it can be tested and audits carried out in accordance with the running schedule.

The Policy is reviewed annually basis by the Practice manager, COLP and Assistant COLP to ensure its effective Operation across the Practice by conducting numerous internal audits as shown on the attached excel policy audit schedule spreadsheet. The COLP and the Practice Managers and Assistant COLP are responsible for continually reviewing the firm's policies on a 6 or 12 monthly basis. If any significant changes to staffing, contracts or the business plan are made then the review date will be brought forward.

Created	May 2013
Revised and Amended	January 2014
Amended	January 2018
Amended	July '20 (SH)
Reviewed	June 2022 (SH)