



QUALITY POLICY

Parrott & Coales LLP is committed to quality, and to underpin this aim seeks to ensure long-term client satisfaction by meeting client needs and expectations and delivering excellent client service. We aim to remain approachable and friendly, whilst maintaining a professional and flexible approach to meet the needs of every client, whatever their background, age, race, or gender.

Our commitment to quality is based on the principle that the effective and consistent implementation and review of operational systems together with staff assessment which together reflect changing client, staff and business requirements, will result in the continuous improvement of the services we deliver to all our clients.

This will be achieved by a continuous process of quality management and improvement, we have a dedicated Risk, Quality and Compliance Manager, Caroline Hill. We remain committed to:

- developing, monitoring and improving the effectiveness of and compliance with our quality management systems in order to comply with the requirements of the ISO 9001, Lexcel and CQS Quality Standards.
- complying with the statutory and regulatory standards and requirements which affect all areas of our practice.
- continually enhance client satisfaction through listening to and responding to client feedback. We send out questionnaires to clients at the end of a transaction. These in turn together with reviews are continually monitored via Law League and published on ReviewSolicitor website.
- continually developing staff training and competency to meet client expectations and needs

Richard Sauvain as Managing Partner is responsible for this Policy and will review the results of the firm's internal and external audits, file reviews, client questionnaires and complaints register to ensure that the firm is continuing to provide excellent service to all our clients