



## Oriel Chambers Quality Assurance Statement

### 1. Who Are We?

1.1. Oriel Chambers is a traditional common law set of Barristers Chambers, established in 1965.

1.2. In January 2004 we dramatically expanded in size and in January 2008 we opened a Chambers annexe at 18 Ribblesdale Place, Preston. Chambers now comprises over 55 Members.

1.3. We believe that we have provided and continue to provide a high quality advocacy and specialist advisory service for professional clients in North West England, North Wales, and the UK. We have CPD accreditation from the Law Society.

1.4. Our service covers all the main areas of law, and we believe we have enjoyed and continue to enjoy a reputation for the provision of specialist services in commercial, civil, family and criminal areas of law.

### 2. Our Core Aims And Objectives

2.1. These are as follows:-

2.1.1. The provision of a high quality advocacy service.

2.1.2. The provision of a high quality specialist advisory service.

2.1.3. The provision of such services at reasonable cost to the professional and lay client.

2.1.4. The provision of specialist education by way of seminars.

2.1.5. The recruitment of Members of sufficient skills and ability to provide such services.

### 3. How Do We Achieve These Aims And Objectives?

3.1. Firstly we have put in place the following:-

- 3.1.1. A Client Care Statement;
- 3.1.2. A Chambers Constitution agreed upon by the Members of Chambers;
- 3.1.3. Strategic Plan;
- 3.1.4. Marketing Plan;
- 3.1.5. Written procedures for the administration of finance;
- 3.1.6. Written procedures for the administration of personnel;
- 3.1.7. Written procedures for the effective management of briefs and instructions;
- 3.1.8. Written procedures for the effective management of our facilities/ premises;
- 3.1.9. Written procedures for the effective administration of pupillage;
- 3.1.10. Written procedures for the effective administration of equality & diversity.
- 3.1.11. The provision of effective libraries, IT and other facilities for our Members to research law and update themselves as to legal developments.
- 3.1.12. The provision of information to professional clients about the Members of Chambers so as to enable the professional clients to make an informed choice as to the most appropriate Member to provide the service required.

3.2. Secondly we have taken steps to ensure that all members and staff have been made aware of our plans, procedures and policies referred to above and of this statement.

3.3. Thirdly, we have taken steps to ensure compliance with our plans, procedures, policies and this statement by:-

- 3.3.1. The allocation of specific responsibilities to nominated Members of Chambers/staff;
- 3.3.2. The holding of regular meetings of a Quality Mark committee to monitor compliance;

- 3.3.3. The holding of regular meetings of committees to review from time to time our plans, procedures and policies and to alter and update them as may be considered expedient and in such event to make Members of our Chambers and staff aware of such alterations and updating.
- 3.4. Fourthly we invite feedback generally from the professional and lay clients who use our services as to the quality of the service provided by us.

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