

## Client care and quality policies

October 2025

### Client care policy

Client care is the combination of the following:

- providing the service you, the client, wish to receive; and
- providing the best advice and service in a way that satisfies your objectives.

We aim to provide a high-quality, professional service to all of our clients:

- of the highest technical standard, thorough and accurate;
- in a manner which is efficient and properly organised, and managed;
- which is personal at its point of delivery;
- which responds to your needs and instructions.

We aim to keep you fully informed and up to date with all material events relevant to your matter.

We aim to provide our services to you at a competitive market rate, representing good value for money and proportionate to the subject matter of our instruction and, where we are not working on a fixed fee, to keep you up to date on fees and expenses.

This policy applies to all of our Legal Staff and Administrative Staff.

### Quality policy

We aim to provide a quality legal service to a broad range of clients at commercial rates.

The Firm has adopted the above Client Care Policy.

This Quality Policy is reflective of the [LawNet Quality Standard](#). We recognise the need for and advantages to ongoing review and improvement of the effectiveness of our Quality Management Systems.

In pursuance of its objective to provide a quality legal service, the Quality Partner shall report at each Partnership meeting on the following:

1. any complaints or claims which may have been received or intimated;
2. file reviews which have been undertaken;
3. client feedback received; and
4. results of any internal or external audits.

The purpose of the above reports is for the partners to draw conclusions, identify weaknesses, and, where possible, consider corrective action.

The reviews will build into a record, enabling us to compare performance between previous periods in previous years to monitor whether continued improvement is occurring.

The partners will either make strategic decisions or delegate them to the Management Committee, with any procedural measures passing to the Managing Partner for implementation.

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