

Helping our clients to achieve



Press Release

Title: Phillips' excellent services get top marks with Lexcel

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by **Howard Gardener, senior partner**

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'We are delighted to have successfully completed the Lexcel 'full' assessment and this accreditation will now be in place for the next three years – subject to the usual annual reviews' says Howard Gardener, senior partner at Phillips Solicitors.

Lexcel is the Law Society's quality mark for excellence and has been awarded to the 9.5% of legal practices that have successfully met stringent practice management standards covering case management, office administration, financial management, risk assessment and good customer care.

Howard comments: 'It is a real tribute to the quality of our lawyers and staff and we are justly proud. Providing our clients with the highest levels of client care is always at the heart of our firm. We know that clients value our service because feedback from 137 clients recently surveyed shows that a staggering 92% of clients paid the firm a resounding compliment; giving top scores throughout the survey, representing 'excellent or very good' for the services they have received.

The Lexcel standards reflect what law firms should be doing to run their businesses efficiently and effectively and working to maintain accreditation provides a good discipline and enables us to continue best practice.'

END



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Notes for editors:

Phillips is in the 9.5% of legal firms that have achieved this quality standard. Of the remaining legal firms, probably only 3% are in the pipeline for Lexcel assessments – we are part of an elite group, an achievement of which we are justly proud.

Phillips is a leading law firm in Basingstoke. We offer a comprehensive range of services to business and private clients, locally and nationwide. We specialise in helping clients achieve what they want.

Wills, probates and elderly client matters
Divorce, matrimonial and mediation services
Residential property conveyancing
Civil litigation and commercial mediation services

Company and commercial matters
Employment matters
Leases and tenancy agreements
Commercial property

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