

Flint Bishop Celebrates 10 Years of Lexcel Standard

Flint Bishop, one of the East Midlands' leading law firms, is celebrating after retaining Lexcel, the Law Society's practice management standard, for 10 consecutive years.

The accreditation is only awarded to firms that meet the highest management and customer care standards and as a consequence, only a handful of practices have reached the ten year mark.

In order to retain the accreditation, Flint Bishop is required to undertake a rigorous independent assessment every year to ensure that it meets the required standards of excellence in areas such as client care, case management and risk management.

Commenting on Flint Bishop's reaccreditation, Neil Gobby, lead assessor for the Lexcel Assessment Board, said:

"All aspects of performance management continue to underpin the culture of continuous improvement at Flint Bishop.

"The evidence of Flint Bishop's commitment and dedication to the provision of exceptional client care and quality of service continue to be demonstrated consistently across the firm".

Angie Whittingham, head of human resources at Flint Bishop added:

"This is a fantastic achievement for the firm and one we are rightly proud of. Client care and risk management is at the very heart of our firm's culture and Lexcel is an extremely useful tool, which we use to maintain improve our standards.

It is particularly pleasing for me as I was involved in guiding the firm through our first audit - way back in 1998!"

As a thank you for their contribution to securing the standard, staff have been given an extra day's holiday this year.

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