

SERVICE STANDARDS

1. Introduction

This document sets out the minimum requirements that QCH clients can expect from us in the service of their instructions.

2. Quality and Service Standards

QCH will work to the following quality standards:-

a) Within 24 hours

Respond to all urgent correspondence

Respond to all telephone calls

b) Within 5 Working Days

Provide written acknowledgement of all instructions and take any urgent initial action required

Respond to all correspondence

c) Within 10 Working Days

Respond to Third Party correspondence

Respond to HMCTS correspondence

(unless Court deadlines require an earlier response, in which case we will always respond within the deadline)

3. Case Management

QCH will:-

Operate a diary system to ensure all cases are managed effectively and the case handler is and remains at all times fully aware of the developments on each case and responds quickly and efficiently to them.

Use Counsel (i.e. a barrister) to advise where necessary

Ensure all procedural matters are complied with within the appropriate timescales

To ensure consistency of performance standards the QCH Compliance Officer for Finance & Administration undertakes periodic audits of all QCH files.