Enhancing legal practices revenue, reputation and risk management.

Lexcel accreditation helps practices demonstrate their commitment to excellence to the clients.

The Law Society 113 Chancery Lane
London WC2A 1PL
Phone: 02072421222
https://www.lawsociety.org.uk/topics/firm-accreditations/lexcel

The Law Society

Lexcel

The quality mark for solicitors

Accredited
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PRACTICE MANAGEMENT STANDARD
The Law Society

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Lexcel is the Law Society's legal practice quality mark for client care, compliance and practice management.

It sets the standard for:

- client care
- risk management
- people management
- structure and strategy
- financial management
- information management
- file and case management

Finding a Lexcel firm

If you want to know if your solicitor's firm has the Lexcel quality mark, you can ask them, or look for the Lexcel logo on their letterhead or marketing materials.

To find a Lexcel firm in your area, go to:
https://solicitors.lawsociety.org.uk/
or call:08706062522

What does it mean for the clients?

In addition to meeting all legal requirements, Lexcel accredited firms go beyond what's needed by offering high standards of consistency throughout the business as a whole.

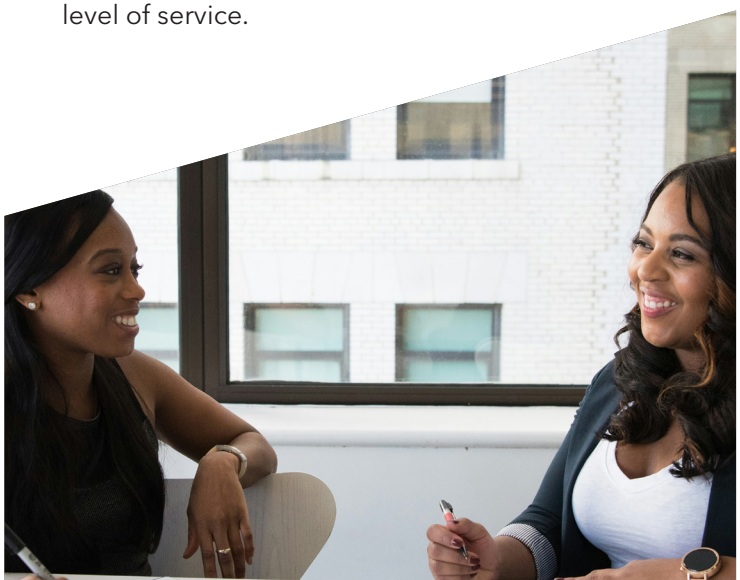
Having the Lexcel standards give clients confidence in knowing that they will receive expert service from a team of professionals who are aware of their concerns and are looking out for their best interests.

The Lexcel accreditation, demonstrates legal competence and distinguishes a legal practice from other firms in the market, who may be unlikely to provide the same level of experience and quality assurance.

Should I notice a difference?

Clients should, in fact, notice a difference in quality as a result of the Lexcel standard; although legal matters vary from case to case, there should be a consistent approach when handling them all.

Clients can be confident they will always receive a more thorough, individualised, helpful, and expert level of service.



Commitment to excellence

Whether you have a complex problem or a small matter to deal with, it is important that you get the best client service from your solicitor. Firms with the Lexcel quality mark invest time and effort to make sure they are running their business effectively.

Understanding your needs

Lexcel firms make sure that they:

- understand what you expect
- provide a consistent level of service
- deliver what you expect

Continued improvement

Lexcel firms are always looking for ways to improve their client service.
They ask clients for their views and make changes accordingly.