



# QUALITY ASSURANCE POLICY

LAST REVIEWED IN APRIL 2025



## Quality Assurance Policy

- Chambers is committed to providing excellent legal advice and representation and maintaining the highest standards in all dealings with our clients.
- In pursuit of those aims and policies Chambers strives to consistently achieve fair and transparent dealings with our clients, including timely disclosure of any problems that might result in the withdrawal of a barrister from a case.
- We are dedicated to the improvement of service to clients by maintaining up-to-date IT and communications and encouraging members to use systems to capacity, and the improvement of the physical environment to meet clients' needs.
- Chambers is also committed to the recruitment of further members to meet clients' needs, and the recruitment of new members of the highest quality, so that we provide a full complement of [family barristers](#) across all the family law specialisms.
- We are wholly committed to equality of opportunity. Chambers consistently reviews its practices to make improvements, continuously operating in compliance with the [Bar Standards Board's Equality and Diversity Rules](#) alongside the [Bar Standards Board Handbook](#).
- We select pupils and tenants on an equal and non-discriminatory footing; and listen to clients so as to provide them with the service they need; we distribute work to all members of chambers, working pupils and barristers working with us on a temporary basis ('squatters') fairly and without discrimination.
- We are committed to the ongoing training and development of our staff.

## Inside Chambers

- We are located in heart of the City of London, in Paternoster Square. The Royal Courts of Justice, the Principal Registry of the Family Division and other London Courts are easily accessible.
- Communication is central to our ethos. Practice Managers can connect solicitors and counsel anywhere in the world by telephone. Conference facilities can be made available at short notice to clients needing urgent face-to-face advice. Telephone and Video conference facilities are also readily available.
- Chambers has a well-integrated and extensive network of legal information resources, with online access to all major legal databases and to the outstanding facilities offered by the Inns of Court.

- Clients are always welcome in chambers. Meetings and conferences may be arranged in chambers or elsewhere to suit the needs of the case, particularly solicitors' offices.
- Arrangements are frequently made to meet clients at a venue convenient to them including their own home.

## Regulation

4PB and its members are regulated but the Bar Standards Board (BSB).

Please find [here](#), the BSB's Barristers' Register which gives you information on the barristers who have a current practising certificate, and whether a barrister has any disciplinary findings, which are also published on the Barristers' Register.

## Data Protection

4PB are committed to protecting your privacy. That's something that will never change. Our policies are regularly reviewed, and the most recent version can be found here. A summary of the rights the privacy policy aims at providing you is outlined below.

- Your privacy rights and how to exercise them;
- How we collect, use, share and protect your personal data; and
- The legal bases we rely on to process your personal data.
- All members of Chambers are registered with the Information Commissioners as Data Controllers. If you have any questions about data protection issues at 4PB please email [dataprotection@4pb.com](mailto:dataprotection@4pb.com)

## Fees

- Our policy is to charge fair and competitive fees.
- For full details and information on the practices of individual members, please contact the [Practice Managers](#).

## Conditional Fees

- Chambers' conditional fee policy operates in line with Bar Standards Board guidance.

## The Practice Management and Administration/ Operations Team

- [Michael Reeves](#) leads a dynamic, dedicated, and well-organised clerking team. As the interface between client and barrister, our Practice Managers always seek to provide a quick response to any query.
- [Furhana Mallick](#), our excellent chambers manager, is responsible for the administration and operations of chambers, which includes inter alia, human resources, compliance, financial management, premises and facilities, IT and aspects of marketing.

## Memberships

- Our family law barristers play a leading role in the development of our profession, and family law generally, through their membership of various specialist associations, including the Family Law Bar Association and the Association of Lawyers for Children
- Barristers are also involved in the International Bar Association and the International Academy of Family Lawyers. Several barristers are also actively involved in the Bar Council either as elected members or as co-opted specialist advisers, and more recently Barbara Mills KC, our Joint Head of Chambers has the preeminent post of holding office for Chair of Bar Council 2025.

## Publications, Presentations and Continuing Professional Development

- Our family law barristers write regularly for the legal, specialist, local authority and mainstream media.
- They provide insightful, practical and relevant presentations of topical interest to solicitors, both in private practice or in-house, regional Resolution committees and family law groups.
- Chambers has also established its own annual [family law seminar series](#) providing essential legal and procedural updates, as well as networking opportunities to meet our barristers on a more informal basis



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## CONTACT

4PB

6th Floor,  
St Martin's Court,  
10 Paternoster Row,  
London, EC4M 7HP  
T: 0207 427 5200

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