

Risk Management Questionnaire

What Legal Services Commission Quality Mark or other quality standards e.g. LEXCEL or Investors in People, is your firm currently accredited with? Please Specify:

What date was the practice accredited with the Lexcel Quality Standard

Has a Legal Services Commission Quality Mark ever been withdrawn? If **Yes**, please provide full details.

Yes No

Does the practice hold any membership of any speciality Law Society group?

Yes No

If **Yes**, please specify:

Does the practice always obtain written references immediately preceding the engagement of an employee or Partner/ Member? If **No**, please provide details on a separate sheet

Yes No

Does the practice have a formal performance management system in place, which evaluates (at least annually) all solicitors and other legal staff? If **No**, please provide full details of the appraisal system

Yes No

Does the practice have a Management Structure in place?

Yes No

Does a designated Supervisor or Partner check all incoming post?

Yes No

Does the practice carry out regular audits/reviews on all active files? (Including Partners casework)

Yes No

If **Yes**, how many files are audited, how often and by whom?

Does the practice have a time recording system?

Yes No

Does the practice have a standard Quality Procedure in place which is regularly reviewed and circulated?

Yes No

Does the practice have documented procedures in place for Client vetting and identifying conflicts of interest?

Yes No

Does the practice have a designated individual responsible for either Risk Management and/or the handling of complaints and/or claims? If **No**, please explain responsibilities on a separate sheet

Yes No

Does the practice operate a centralised/departmental diary system with appropriate electronic/manual back up?

Yes No

Does the practice make regular checks to ensure that the diary system in which all key dates are entered is being adhered to and the system caters for absenteeism?

Yes No

Does the practice have and use a written retainer and engagement letter that complies with Rule 2.02 of the Code of Conduct?

Yes No

Please confirm that Partners/Supervisors monitor and/or authorise the giving of all solicitors' undertakings and these are always confirmed in writing and recorded on file.

Yes No

Do you have a formal money laundering policy, and has training been provided to all Partners and Staff?

Yes No

If **No**, please provide full details on a separate sheet

Has there been any change to the internal management structure of the practice in the past 3 years?

Yes No

If **Yes**, please provide details on a separate sheet

What is the average number of files per Fee Earner?

How often is the client account taken to trial balance?

Please provide full details of the safeguards in place of the signing of cheques issued by the practice:

In the last 6 years has the Law Society qualified the Practices accounts or has the practice subject of an inquiry/investigation as a result of a breach of the Solicitors Accounts Rules? If **Yes**, please provide details on a separate sheet

Yes No

Does the practice always receive written confirmation when money is transferred electronically?

Yes No

If **No**, please provide full details on a separate sheet

Does the practice provide legal services via the Internet or transact business via Internet forums?

Yes No

Does the practice have an email or Internet security policy?

Yes No

If **No**, please provide full details on a separate sheet

Please provide the name and status of the person responsible for risk management in your firm.

Name:

Status:

Who is authorised to give undertakings on behalf of the firm?

Who is entitled to authorise payment from the client account?

Does the practice provide professional services for any clients in which any Principal holds a partnership/directorship or has any other financial interest?.

Yes

No

If **Yes** are these services always carried out by Principal/solicitors other than the Principal connected with the client?

Yes

No

If **No** please provide details below.