



The Law Society Awards Pictons Solicitors Highest Accolade With Lexcel Accreditation

Leading regional and award-winning law firm Pictons Solicitors LLP has again been awarded the highest accolade from the Law Society with the Lexcel Practice Management Standard and the Lexcel Quality Mark, both confirming that Pictons is managed to a high standard and provides an excellent client service.

The appraisers were particularly impressed with how the company is managed, its supportive career path for the youngest members of staff and also its commitment to the local communities in which its three offices are based.

Highlighted in the assessment were the Support Management Team meeting which Pictons established in order to support the implementation of the company's business objectives, ensuring that the implications on all aspects of the firm are considered. This gives the team not only a broader picture of the operations of the firm, they also spoke positively about their involvement and unanimously felt that their ideas were listened to and valued.

The firm was also praised for its very pro active stance in the local communities in which its three offices are based, Luton, Tring and Milton Keynes. Pictons actively supports a range of local organisations and charitable events, along with individual staff supporting agencies such as the CAB as board members and a number of others being charity Trustees.. The firm's work in the Community was recently recognised by the FSB in Bedfordshire when it won the Community Business of the Year Award.

Throughout the assessment it was also noted that there were a number of examples of staff commencing within the firm in junior unqualified roles and progressing to qualified status and fee earning positions.

The Lexcel accreditation is a prestigious achievement for the firm as only 10% of the 11,000 legal firms practicing in England and Wales are awarded the Lexcel Practice Management Standard. This award helps Pictons to stand out in a changing and increasingly competitive marketplace as a gold standard provider of top quality legal services.

The Lexcel Practice Management Standard is only awarded to solicitors who meet the high management and customer care standards. Lexcel accredited practices undergo rigorous independent assessment every year to ensure they meet required standards of excellence in areas such as client care, case management and risk management.

Accredited practices get fewer complaints and claims against them than other practices. A Lexcel accredited solicitors practice ensures peace of mind and assurance that the client will receive a quality service, which includes a timely

response to all client communications; regular and accurate cost estimates and information on how charges will be calculated.

Sukh Saini, Managing Partner of Pictons, says “We never take the Lexcel Accreditation for granted and every year it is a joy to be acknowledged for our service and expertise. I would like to particularly thank all of our staff who were interviewed during the assessment. Our assessor noted our many strengths as an organisation and I am especially proud of the care we give our clients, the nurturing of young talent within the firm and our commitment to local communities and CSR. To know that we are in the top 10% of legal firms in England and Wales is truly a great accolade and acknowledgement for us.