

# **Quality Assurance Manual**

## **BPA Immigration Lawyers**

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### **1. Introduction**

This Quality Assurance Manual outlines the policies, procedures, and controls adopted by BPA Immigration Lawyers to ensure the delivery of consistently high standards of legal services. It reflects our commitment to professional excellence, client care, compliance with the Office of the Immigration Commissioner's Code of Conduct, and continuous improvement across all aspects of our firm.

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### **2. Objectives of Quality Assurance**

- To maintain compliance with all relevant legislation and regulatory frameworks.
- To provide reliable, timely, and client-focused immigration legal services.
- To monitor and improve client satisfaction.
- To ensure all staff are properly trained, supervised, and supported.
- To support internal audits, peer reviews, and performance evaluations.

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### **3. Governance and Responsibility**

The Quality Assurance Manager, supported by senior partners, is responsible for implementing, reviewing, and updating quality assurance protocols. All team members share responsibility for adhering to quality standards and reporting non-compliance.

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### **4. Client Care Standards**

- All enquiries are handled professionally and within 24 hours.
- Initial consultations must clearly outline the scope of services and associated costs.
- All advice is documented, accurate, and delivered in plain English.
- Files are maintained with up-to-date notes, documents, and key dates.
- Confidentiality and data protection policies are strictly followed.

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## **5. File Management & Supervision**

- Case files are subject to monthly file reviews by supervisors.
- All Legal Aid files are managed in line with Legal Aid Agency requirements.
- Files must be securely stored, accessible, and clearly labelled.
- Time recording, billing, and disbursements must be accurate and up to date.

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## **6. Staff Training & Development**

- All staff undergo induction training and mandatory compliance courses.
- Continued Professional Development (CPD) is monitored and recorded.
- Legal updates and best practice briefings are held monthly.
- Peer reviews and mentoring are provided for junior staff.

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## **7. Risk Management & Compliance**

- Regular risk assessments are conducted on operational and legal practices.
- Conflict checks and client ID verifications are mandatory.
- Complaints and feedback are logged, reviewed, and responded to within 10 working days.
- The firm has a Whistleblowing Policy and Anti-Money Laundering procedures in place.

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## **8. Continuous Improvement**

- Client feedback surveys are issued post-instruction and reviewed quarterly.
- Quality performance data (KPIs) are monitored by leadership monthly.
- Internal audits are performed bi-annually.
- Lessons learned from complaints or errors are documented and implemented firm-wide.

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## **9. Review of the Manual**

This manual will be reviewed annually or earlier if necessary due to regulatory changes or significant operational developments.

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