

Barcan+Kirby

'Why Barcan+Kirby?' transcript

Tom Sharkey: "At Barcan+Kirby, we are one of Bristol's leading law firms with six offices throughout Bristol offering a wide area of law."

Anna Wilson: "We're a high street practice, so we give that personal service in the local communities as well as further afield."

Alex Castiglione: "We really get to know our clients and their businesses so we understand what they want from us."

Bill Willcocks: "We like the fact that we are there where people can get hold of us, making sure that we provide efficient and effective advice when they need it and where they need it."

Anna Wilson: "We have a good, solid infrastructure, the same as much larger firms. We're able to give that expertise but also a more personal touch."

Georgina Bryant: "Barcan+Kirby's got a huge number of lawyers that are very experienced across pretty much any area an individual should need. If the lawyer that a person is dealing with hasn't got the answer, there will be someone else in the firm that does."

Kirsten Hale: "We offer a really level head, clear, calm, professional advice. We know that they are dealing with really difficult issues."

Bill Willcocks: "We try to keep that sense of care for individuals. They are real people and we want to make sure that we look after them as real people."

Georgina Bryant: "I like to visit clients in their offices to see how they work and to show that I'm prepared to invest that time in that relationship with them."

Sam Castle: "It's not someone on a remote email or a telephone call. You can actually go in and see someone."

Kirsten Hale: "We know that a client's costs are a big consideration so we try to be as transparent as possible with costs."

Sam Castle: "Client care is a core value of Barcan+Kirby. I think that's why we do get repeat clients, we do get repeat business."

Anna Wilson: "We ex-clients refer their friends, their colleagues, their neighbours to us because they've had a good experience with us and they've felt supported throughout a very difficult time in their lives."

Bill Willcocks: "We want to build up that relationship so that when something else happens to them, they move on to another stage in their life, we're there for them and we can provide advice at that stage."