4.1 What quality management techniques are employed in terms of legal services during 2009? (Please tick.)

ID	Law Clinic	a) Database of all files	a) (i) entered by hand into a register	a) (ii) entered electronically into a database	b) Separate file inventories for each practitioner	c) File consultations between attorneys, advocates and candidate attorneys	d) A policy and system dealing with complaints against the clinic by clients	e) A formal system for opening and closing files (e.g. Opening and closing forms signed by a supervisor)	f) Regular review of outcome of cases and effectiveness of methods used by the clinic in finalising cases	g) A policy for practitioners to keep clients up to date
1	UKZN Law Clinic Durban	☑	☑	☐	☑	☑	☑	☑	☑	☑
2	Univen Law Clinic	☑	☑	☑	☑	☑	☑	☑	☑	☑
3	Nelson Mandela Metropolitan University Law Clinic	☑	☑	☑	☐	☑	☐	☑	☐	☑
4	North West University Community Law Centre	☑	☑	☑	☑	☑	☑	☑	☑	☑
5	Rhodes University Legal Aid Clinic	☑	☑	☑	☑	☑	☑	☑	☐	☑
6	UCT Law Clinic	☐	☐	☑	☑	☐	☐	☑	☐	☑
7	University of Johannesburg Law Clinic	☐	☑	☑	☐	☐	☐	☑	☑	☑
8	University of Limpopo Campus Law Clinic	☐	☑	☐	☐	☐	☐	☑	☑	☑

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9	Centre for Community Law and Development (CCLD)	☐	☑	☑	☑	☑	☑	☑	☑	☑
10	University of Pretoria Law Clinic	☐	☑	☑	☑	☑	☑	☑	☑	☑
11	UWC Legal Aid Clinic	☐	☑	☑	☐	☑	☑	☑	☑	☑
12	Wits Law Clinic	☐	☑	☐	☐	☑	☐	☑	☐	☐
13	Legal Aid Clinic - Stellenbosch University	☑	☑	☐	☑	☑	☐	☑	☑	☐
14	UFS Law Clinic	☐	☑	☑	☑	☑	☑	☑	☑	☑
14		6	13	10	9	11	8	14	10	12