



Code of Ethics and Feedback Policy 2020

Code of Ethics, Quality and Feedback Policy

Code of Ethics

We are committed to providing a high quality and efficient service to our customers and stakeholders.

We aim to:

- Address the needs and requirements of all our customers and users through the provision of relevant, comprehensive and up-to-date information and advice to modern standards and to appropriate specifications.
- Determine customer/user needs and requirements through consultation and provide work of assured quality within the context of an agreed framework of standards against which it can be judged.
- Always operate to the highest professional standards; emphasise impartiality, confidentiality, reliability and promptness.
- Treat people with courtesy, respect and in a professional manner, at all times.

These standards demonstrate our commitment to best practice procedures and will be continuously reviewed in line with government recommendations.

Quality

Our policy is one of total commitment to continuous quality improvement across the organisation with a focus on the following key objectives:

- Offering an extensive product range focusing on customers and partner's needs.
- Constantly seeking to exceed our customers and partners expectations, using procedures and processes that are reliable, efficient and economical.
- Listening carefully to the requirements of our target audience.
- Communicating promptly and honestly with our customers and partners.
- Our employees and associates are encouraged to develop their knowledge and skills to deliver the best possible service at all times.
- Everyone takes responsibility for customer satisfaction and addressing any dissatisfaction with corrective and preventative action.

Our goal is to excel in all it we do by embracing the need for continuous improvement and innovation

Feedback

Our customer's feedback provides us with opportunities to learn and improve.

We value feedback and encourage our customers to make suggestions about how we can improve our products and services.

We hope there will be times when we exceed our customers' expectations and that they will want to share the positive experience they have had with us. We are always pleased to receive customer comments as it is important for us to know when we have done a good job, so that we can promote good practice throughout our organisation and give credit to our employees where credit is due.

Customers are encouraged to give us feedback please through the completion of a feedback card which is available from Reception, alternatively customers can email us at enquiries@evolveyourfuture.co.uk.