

## Client Care Policy Statement

The Executive Board & Staff of Pick Everard are committed to exceeding the expectations of Clients.

- All Clients and their agents are treated with respect and courtesy.
- We strive to offer a professional and effective service based on up-to-date information sources and modern technology.
- All jobs are overseen by an Executive Board Member of the Partnership.
- Where fitting the project team will prepare monthly progress reports to the Client.
- Care will be taken of any property provided by the Client.
- The Intellectual Property of the Client will be respected and protected, including patents, trademarks, designs and copyright.
- Internal Improvement Reviews take place on a regular basis to pool together ideas for improving Client satisfaction and service.
- Client satisfaction is discussed on a regular basis at internal Briefings.
- Should a complaint arise a complaint handling procedure exists to ensure that problems are dealt with swiftly. Pick Everard welcomes constructive criticism and uses comments and suggestions to help improve the service to Clients.
- A documented Business Management System (BMS) exists which provides the framework for all jobs carried out. The BMS is updated on a regular basis to reflect changes in best practice.
- Pick Everard employ skilled professional staff and organise and encourage Continuing Professional Development.
- The Executive Board/Directors/Line Managers conduct Appraisals with all staff to ensure the continuing development of skills.

| This Policy will be reviewed annually as a minimum.

**Signed for the Partnership:**



**Duncan Green**  
**Chief Executive Officer**