



THE MINISTRY OF PARENTING (A Community Interest Company)
Promoting Creativity in Parenting Support

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Quality Assurance Policy

The management of the company is committed to a policy of Quality Assurance throughout the company activities, ensuring that the professional service quality satisfies the specific requirements of all clients. It is the policy of the company to market only professional services of a quality that will merit and earn client satisfaction by performing all functions reliably and effectively.

This means:

- We find the solutions that best suit our client
- We meet and exceed our client's expectations in terms of both delivery and specification
- Every project is thoroughly supervised
- We are open and honest about deadlines and costs
- Our staff are trained to give a polite, efficient and friendly service

We promote continuous improvement to refine and improve communication, control procedures and training to further improve our level of quality assurance.

The nature of our activities places particular emphasis and demands on the experience and expertise of the staff employed. High levels of responsibility and reliability are associated with all aspects of our work and a commitment to continued professional development and training exists to ensure that all staff are suitably qualified and equipped to meet these requirements.

In addition the company operates an equal opportunities policy throughout all its activities.