

# QUALITY Policy Statement



**ignition** Creative Learning Ltd is a provider of specialised training and consultancy services, for criminal justice, health and the voluntary sectors, and of behaviour modification more generally.

## **Company vision**

To strive to be recognised as the leader in the chosen fields in which **ignition** specialises, always providing innovative and excellent services.

## **Mission statement**

To bring about our company vision, always attempting to 'walk the talk' and conduct business in an ethical and respectful manner so as to embody the principles and values espoused in our work, namely:

1. Attempting to respect and value the person in all our doings
2. Demonstrating accountability & personal responsibility

We have chosen our areas of work because we wish to:

1. Reduce the number of people experiencing abuse in intimate relationships
2. Help people more widely to change problematic, self-damaging or abusive behaviours
3. Influence and humanise professional practice
4. Be involved in something that is 'more than just a job'

**In order to bring about our vision and operationalise the mission statement through an organised quality management system, we will provide adequate resources for:**

- Meeting planned targets and policy objectives
- Training and development of personnel
- Ongoing improvement of the Management System, Products and Services

## **Communication/information**

Future organisational aims and staff developments shall be communicated to ensure all employees and/or Associate subcontractors are kept informed of our performance and direction.

**We are committed to providing products/services that comply with:**

- Our customers' specified needs and expectations
- ISO 9001:2000
- All necessary regulatory and legal requirements

## **Customer Feedback**

We shall obtain regular customer feedback in order to continuously improve every aspect of our organisation's performance.

## **Customer Complaints**

We will analyse the root cause of any complaint and take appropriate action to prevent recurrence.

## **Equal Opportunities**

We will ensure that all job applicants and employees do not suffer unfair discrimination because of their race, colour, nationality, ethnic origin, religious beliefs, social class, disability, marital status, family situation or gender.

## **Health and Safety**

We are committed to the well being of our employees and visitors and will provide the necessary work environment to achieve this.

## **Employee/Subcontractor Feedback**

All employees and subcontractors are encouraged to identify problems and make suggestions to improve all aspects of our working practices. These will be considered by senior management and appropriate actions taken and communicated.

Authorised by *MC Farrall*

Dated *October 2<sup>nd</sup> 2007*