



## QUALITY STATEMENT

Policy No: USER 003

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### **Quality Statement**

DIRC is committed to providing high quality services to its Sponsors and Funding bodies, Partners, Participants, Clients and Visitors through all of our Events and Service Delivery. This Quality Statement explains how we deliver our services.

### **Related Documents:**

- Complaints Procedure USER 004
- Disability Services Standards

### **Access**

DIRC will strive to ensure that all of its Services and Events are fully accessible – be that physical access or access to information and support to participate. DIRC will:

- Provide information in a range of accessible formats (upon request);
- Offer customised and personal service;
- Only hire external venues that are fully accessible;
- Provide low cost participation options to not-for-profit organisations or clients;
- Provide free or minimal entry to visitors of our Events.

### **Communication & Information**

DIRC is committed to providing timely and relevant information to our Sponsors and Funding Bodies, Partners, Clients and Visitors. DIRC is committed to:

- Responding to all phone, email and fax enquiries and messages within 2 working days;
- Providing information that is accurate and up to date;
- Providing information in Plain English (upon request);
- Advising if a member of staff is away on leave or unavailable and providing an option to be assisted by another member of staff.

### **Customer Service**

DIRC will strive to:

- Treat our partners and clients with courtesy and respect;
- Act on our commitments as quickly as possible;
- Correct things promptly when things have gone wrong;
- Evaluate the effectiveness of our service delivery by asking you – the customer;
- Value your privacy;
- Deliver the best quality experience that we possibly can.

## **Feedback and Complaints**

DIRC encourages feedback so that the organisation can continually improve its service delivery. All services and events utilise evaluation forms for participants to record their feedback which will be collated and reviewed by the project team.

DIRC also recognises the right of individuals and organisations to make a complaint about DIRC – whether formal or informal. DIRC is committed to the fair and quick resolution of all complaints and will work within the guidelines of its Complaints Policy and Procedure to respond to any issues that may arise.

## **Privacy and Confidentiality**

All privacy and confidentiality requirements will be respected. For further information, please refer to the DIRC Privacy Policy.