



Code of Ethics, Quality  
and Feedback Policy  
2023

## **Policy Promotion and Engagement**

All staff working for eVolve your future Ltd are required to read our policy documents and sign to confirm that they have done so.

EYF policies are reviewed annually unless there is a legislative or ethical reason for change to policy during the year. All colleagues are provided with an update document detailing any changes that have occurred following the last review. Each review is dated and version controlled. These changes are discussed in Team meetings with all staff and the understanding of these updates is also confirmed by a signature sheet.

Policies are in place to ensure that the company and it's staff are compliant with statutory legislation, partner regulations and the company specific requirements.

All relevant Policies can be accessed from the eVolve your future website, found at: [www.evolveyourfuture.co.uk](http://www.evolveyourfuture.co.uk)

Learners are made aware of the availability of these policies when they are signed up to our courses.

Policies are available to partners on request.

### **1. 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.

**2. 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](mailto:enquiries@evolveyourfuture.co.uk).

### **Policy Review**

This policy is reviewed at least annually by eVolve your future's Managing Director, Kay Brockall.

Date of latest review: December 2022

Signed: 

This policy is next due for review January 2024