

## **Service Management Policy Statement**

It is our policy to ensure the effective implementation and management of our IT services to meet our customers' requirements within a framework of performance measurement and in accordance with the requirements of ISO 20000-1.

It is our policy to:

- ensure the services provided to our customers fulfil the agreed, applicable service requirements
- establish and review Service Management objectives and targets a minimum of annually.
- communicate our policies and processes to our staff and ensure they are understood.
- document and implement appropriate Service Management processes and ensure they are consistently followed
- ensure all staff are aware of our customer's requirements and that our staff are trained for the tasks assigned to them.
- we obtain feedback from our clients on every aspect of the service that we deliver.
- we treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response.
- we recognise that all service users, agencies, and organisations:
  - have the right to raise concerns or complaints about our services.
  - have access to clear information on how to voice complaints and concerns.
- we deal with and investigate all complaints promptly, politely and, when appropriate, confidentially.
- build strong relationships with customers and listen to their feedback to ensure we maintain and enhance customer satisfaction.
- ensure the skills and competence requirements for the effective operation of the SMS are understood and met.
- continually improve the services we deliver and the effectiveness of our Service Management System.

To achieve this consistently and efficiently, we operate a quality system which meets the requirements of ISO20000-1.

We set and regularly review quality objectives and targets to achieve these aims.

This policy is regularly reviewed for continuing suitability.

Clinton Groome  
COO

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