

# PR13 Client Service Charter

## 1. Our Commitment

*London Associati Ltd* (Certifications) has top management commitment to impartiality, managing conflict of interest and ensuring objectivity in certification activities.

*London Associati Ltd* Certifications, a wholly owned subsidiary is an accredited third-party certification body.

*London Associati Ltd* Certifications is responsible for all decisions relating to the granting, maintaining, extending, reducing, suspending and withdrawal of certification of *London Associati Ltd* Certifications clients.

Our aim is to provide confidence in our certification decisions through maintaining clear certification principles.

These principles are:

- Impartiality;
- Competence;
- Responsibility;
- Openness;
- Confidentiality;
- Complaint resolution.

We ensure that conflicts of interest are avoided, managed and the objectivity of our certification activities is maintained.

We commit to the compliance of our certification processes and products within requirements of international and national standards for conformity assessment, as applicable to the certification program.

Our certification processes will be subjected to continual review and improvements made to increase effectiveness of the management system defined in our quality manual.

We commit to seriously responding to our customers feedback and complaints and include all outcomes in our systems continuous improvement process

In addition to pursuing our goals and commitments, *London Associati Ltd* Certifications will actively support and cooperate in the achievement of the vision of our parent Organization.

This Charter will be continually reviewed and evaluated to reflect future changes in conformity assessment standards to ensure that it remains relevant and suitable.

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## 2. What You Can Expect from Us

You can expect:

- Courteous, professional and enthusiastic staff who will greet you in a friendly way and identify themselves by first name;
- Staff with the knowledge, authority and responsibility to deal with your enquiry, or where necessary refer you to someone who can;
- Honesty, openness and transparency in your dealings with us;
- An outcome-oriented focus when dealing with your queries and a commitment to working with you;
- Confidentiality and respect for your privacy;
- All emails and phone calls will receive a prompt response;
- Clear and accurate information, and an easy-to-use service;
- A commitment to help you the first time you contact us;
- A commitment to deliver on our promises.
- A commitment to go the extra mile—always asking ‘what else can we do?’ and ‘how can we do more?’

## 3. How You Can Help Us

To assist us to provide you with the best possible service, you can help us by:

- Letting us know what you need, want or expect;
- Treating our staff courteously and with respect;
- Providing feedback to enable us to improve our service;
- Being prepared with all relevant information in your dealings with us;

## 4. Privacy

We value your personal information and take all reasonable precautions to protect this information. With your help we will keep this information up to date. Please refer to our Privacy Policy for more information.

## 5. Have Your Say

We aim to continuously improve the service we offer. Your feedback is important to us as it can help us make improvements for the benefit of all our customers. If you have a compliment, suggestion or complaint you can:

Phone: +44 (0) 20 3936 0609

Web: [www.associati.london](http://www.associati.london)

Email: [info@associati.london](mailto:info@associati.london)