



**Policy Number: 8**

**POLICY TITLE:**

**A24GROUP POLICY ON THE QUALITY ASSURANCE SYSTEM**

**THE PURPOSE OF THIS POLICY:**

**The Quality Assurance System:**

A24 Group is committed to providing first class services to both our customers and agency workers. The company undertakes continual self-assessment of its policies, procedures and operating methods to ensure that the highest standards of quality control are met.

**This includes but is not limited to:**

1. Ensuring that at all times our agency workers are aware of the contact terms that they may be supplied under and the operating, performance and compliance procedures that our customers expect.
2. We undertake to continually monitor all agency workers for both performance and conduct. This will include taking into consideration the views of our clients and their feedback on individual performance, ability and quality of each agency worker supplied. A24Group has end of placement assessment forms in place for this purpose.
3. A24 Group undertake to feedback both positive and negative performance or conduct issues to our agency workers and to work with the agency worker to resolve the issue.
4. A24Group will investigate and resolve all complaints of poor performance or misconduct in respect of the agency worker or the client.
5. A24Group will seek to identify any patterns in complaints and put in place corrective measures.
6. A24Group will ensure that as a result of this ongoing feedback that we constantly manage and improve our own systems.

**End of Policy**