

Client Care Policy

Policy Statement

IISACCS is committed to providing a high standard of service to all of our clients for all of the services we deliver throughout the UK. We believe the key to our excellent customer service is **ensuring that we get it right first time, every time.**

1. Scope

This policy applies to all employees, directors, verified partners and approved subcontractors.

2. Purpose

The purpose of this policy is to ensure that all staff, operatives, verified partners, approved subcontractors and clients of IISACCS understand the principles and objectives of our Customer Care Policy and in the case of our employees, their roles and responsibilities in ensuring the provision of the highest standards in the delivery of our services.

3. Policy Aims and Objectives

- To ensure that all of the services we provide are in response to client needs and wishes;
- To ensure that all of our services are delivered to the highest possible quality standard with the resources available;
- To provide quality service to all stakeholders interacting with IISACCS –clients and to all other employees;
- To ensure that clients are provided with all relevant information appropriate to the products and services we provide, when required and in the most suitable format;
- To ensure that any client enquiries or complaints are addressed promptly and resolved to the full satisfaction of the client and any other relevant stakeholders;
- To ensure that all clients receive consistently excellent standards and fair treatment at all times, in accordance with this policy and our company values;
- To continuously train and equip our employees with the knowledge and competencies to help continuously enhance the company's service standards in the provision of all of the products and services we provide.
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4. Delivery of Our Customer Care Policy

IISACCS will always operate within the requirements and scope of this policy to provide a high standard of service, which can be continuously assessed by our clients and stakeholders.

- We will always deal with clients promptly, treating them with courtesy and respect at all times;
- We will ensure that all of our employees, directors, verified partners and approved subcontractors received adequate training to provide a high-quality service to all of our clients;

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4. Delivery of Our Customer Care Policy Cont.

- We will continuously monitor and review our performance, actively welcoming all comments from clients – which we will always consider to be opportunities to help the company on our path to continuous improvement;
- IISACCS has established an excellent reputation for customer service, quality and health and safety, it is through compliance with this policy and corresponding procedures, we aim to continuously improve our levels of service, our reputation and relationships with all of our stakeholders;
- All IISACCS employees, directors, approved subcontractors and verified partners (when relevant), must treat all clients with courtesy and respect at all times;
- It is considered inappropriate for employees to raise their voice or shout at a client.

We continuously review the performance of our employees, directors, partners and subcontractors to ensure the objectives of this policy are met. IISACCS embraces Customer Protection regulations such as the Unfair Trading Regulations 2008 and the Consumer Rights Act 2015.

IISACCS embraces our clients' decisions on our products and services. We therefore prohibit any of our employees, directors, partners or subcontractors from conducting practices that are aimed to mislead or forcing public members into entering a contractual agreement.

Breaching this regulation may lead to disciplinary actions to be taken against the employee found in breach of this regulation, whilst partners or subcontractors may find their partnership with IISACCS terminated.

5. Environment

We aim to maintain an environment where:

- Our clients as well as all of our employees feel valued;
- Employee workloads are effectively managed and thereby ensuring efficient service delivery;
- Through continuous communication, the delivery of our services can be tailored to meet any specific requirements of our clients.

6. Continuous Improvement

IISACCS is committed to continuous improvement of all services to clients, to facilitate this we continue to:

- Set standards and targets in all areas of our operations
- Continuously monitor and analyse any information concerning client satisfaction
- Monitor our performance through internal audits to ensure compliance with all of our accreditations and awards.
- Take preventative action to remedy any issues raised through the mechanisms we have in place to measure and ensure client satisfaction.

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7. Complaints

IISACCS operate a comprehensive Client Enquiry / Complaints Procedure, which:

- Operates to a series of rigid response protocols, including response time targets, ensuring effective customer communication and timely resolution to the client's satisfaction.
- Is monitored as a company Key Performance Indicator (KPI) and reviewed during the monthly management meetings.
- Is managed and monitored by trained staff, who have the authority to escalate any complaints to senior management to ensure a timely resolution.

8. Training

IISACCS through our plan for continuous development is committed to training and developing employees to their full potential in order to deliver a high-quality standard of service in all areas of our business to our clients.

Our employees, directors, verified partners and approved subcontractors are briefed on the importance of complying to regulatory requirements as well as the industry best practices. Training requirement is reviewed on an ongoing basis, taking into account the individual's role and responsibility as well as business requirements.

9. Conclusion

Providing excellent client service is of prime importance to the growth, success and reputation of our business. Our employees are trained to understand that in order to build strong customer/client relationships we must focus on the following key factors:

- Creating trust;
- Demonstrating detailed knowledge of all of the products and services we provide;
- Demonstrating efficiency in all of our endeavours;
- Always being friendly, courteous and professional in all forms of communication;
- Working consistently in accordance with this and all other company policies.

We believe that people enjoy working with people they can trust – which has to be built through personal experience as well as reputation.

We are well aware of the importance of clients to our business – which is why as a company we put so much effort into ensuring we keep our clients happy **by focussing on getting it right first time, every time.**

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10. Dealing with Vulnerable Customers

At IISACCS Limited we treat our customers fairly, which means we are transparent and open in our approach when dealings with vulnerable customers. We adopt the principles and ethos of treating customers fairly and we ensure that we take account all of their needs, e.g. those with additional needs, poor literacy and/or numeracy or those with mental health problems. Where a consumer may be vulnerable, for example, have mental or physical infirmity, or English may not be their first language, we would request and allow that a trusted 3rd party be present.

Where a vulnerable person is identified by administration staff this must be reported to the director who will then appoint another senior member of staff to take over the handling of the vulnerable consumer and monitor and document the process closely

Signed: *a beaumont*

Position: Managing Director

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