



Quality Policy

Easy Read



Fair deal want to give you the best service.



We do everything we can to make sure our service is always the best it can be.



If people tell us they are happy with their service then we know we are giving them the service they want or even better.



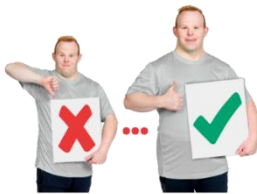
When people tell others about how good their service is, this is good for Fair Deal.

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We have a quality system which has 5 goals:



1. We try to make sure that someone's services are right from the very beginning.



2. We are always trying to make your service even better.



3. We make sure we have good relationships with everyone we work with.



4. We make sure all the staff want to give the best service they can.



5. We make sure that Fair Deal's business is always getting better.



To make sure we are the best we can be, we have some rules we follow.



- We listen to what people say they need and work out how we can try to provide that.



- Our managers are always trying to make all our services even better.



- We try to make sure it is easy to report a problem and that it is sorted out very quickly.



- We make sure all staff have all the training and support they need to give you the best service possible.



- We make sure everyone who is involved with Fair Deal can have a say about our service. This could be inviting you to events or asking you questions.
- By planning everything carefully, Fair Deal make sure you get the best value for your money.
- We look at our policies and our service at least every year, which helps us to improve it.
- Different managers are in charge of different services but they make sure everyone has read and understood this policy.
- Every member of staff must be the best they can be and share any ideas about how to make our service even better.



- This document will be displayed in Fair Deal offices and copies are available for anyone who would like one.
- If there are any changes at Fair Deal or in the law then this policy will be up-dated.

If you have any questions about this document please speak to a staff member of Fair Deal.

Anne Marie Borthwick
Quality & Development and Registered Manager

