

# HEALTHY MINDS, HEALTHY BODS

## QUALITY POLICY



Quality is fundamental and central to Healthy Minds, Healthy Bods, as we respect and appreciate the needs of our partners, suppliers, and most importantly our customers. We aim to make available to our service users appropriate services which will not only meet but also exceed their expectations. Healthy Minds, Healthy Bods is committed to continuous improvement.

Healthy Minds, Healthy Bods will monitor, examine, and listen to all feedback from our customers, partners, and suppliers, so that we can continue to perform well, and provide the best service. We are committed to developing and training our staff. All our customers will be treated as an individual, with respect, trust, and honesty.

Healthy Minds, Healthy Bods will regularly review its performance. The staff will meet regularly, to assess and evaluate their work, and examine any instances where improvement could be made. Healthy Minds, Healthy Bods will review training when necessary. If any complaints are made, these will be treated seriously and with respect.

This policy, monitored by the Director, will be consistently re-examined, and made available to all members of staff, our partners, and suppliers upon request. Its effectiveness is measured during our day to day monitoring of our Quality Management System. Any changes will be made as appropriate, and communicated.



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*Chief Executive: Lawrence Curtis*  
*Summer 2018*