



CARLEY CONSULT

CLIENT CHARTER

Our Client Charter applies to all assignments which we may deliver, to all clients, regardless of your organisational size, sector, or the scale of activity which we are delivering on your behalf. The Charter sets out our principles for service delivery. Should you perceive that we have not lived up to the commitments of this charter, you are welcome to raise your concerns directly to Jim Carley, our Managing Director.

jcarley@carleyconsult.co.uk

- 1 You will receive an informed and impartial service, with honest evidence-based perspectives and recommendations, to help effectively support your strategic decision making.
- 2 We will work with you to clarify and agree the terms of reference for the services which we will deliver on your behalf, better ensuring that we meet your expectations.
- 3 You will receive our best estimate of how long we believe each service activity will take based on the agreed terms of reference, and we will aim to complete all activities to a professional standard as quickly as we can without compromising service quality.
- 4 We will designate a lead consultant to be the primary point of contact for your assignment, however, you may also raise issues with our Head of Bid Management & Consultancy Services (David Durham, ddurham@carleyconsult.co.uk) or our Managing Director (Jim Carley, jcarley@carleyconsult.co.uk).
- 5 Your designated lead consultant will hold regular touch-point calls or meetings with you at agreed intervals during the assignment, ensuring that you are satisfied with progress, and providing an opportunity to address any changes in priority or focus that you may wish to implement.

OUR COMMITMENT TO YOU

- 6 If you have any concerns about our services or consultants, you should get in touch and let us know as soon as you can. We will work with you to address these concerns and agree a way forward that meets your expectations.
- 7 Where we may require internal information from you to support an assignment, we will aim to be as specific as we can in advising what information is required, and give you as much notice as we can in providing this to us.
- 8 We will provide challenge to ideas, opinions and established methods where we believe critical review will be beneficial and the output of the assignment will be strengthened as a result.
- 9 We will apply a process of quality assurance through peer review to all deliverables which we are producing on your behalf, to ensure that these are of an appropriately high standard.
- 10 You will have an opportunity to provide open and candid feedback on our services at the end of your assignment. In support of our continuous improvement, feedback is collected independently and presented unedited to our senior management team. We will be grateful for your co-operation in completing our feedback process.