

## Client care policy statement

We will make sure we understand what our clients need, and develop our services around their expectations.

We will do this by:

- regularly asking clients for their opinions about our services;
- ensuring our clients help shape the services we deliver;
- being honest about what is achievable;
- ensuring our employees are trained and competent to deliver our services;
- treating all clients with respect, courtesy and understanding;
- making sure information about Xanna and our services is easily available;
- making sure clients are always prepared for the next stage in the production cycle;
- ensuring client confidentiality including the shredding of all discarded written correspondence;
- responding to letters and emails promptly;
- investigating any complaints thoroughly;
- assessing this policy by measuring what our clients say about us.