Client Service Charter

At Patrick Parsons we are committed to delivering distinctive service to our clients, with a focus on communication, quality, and trust. Our relationships with our clients are important to us, and we want you to know the level of service that you can expect when working with us.

The charter outlines:

- What we will do for you
- The standards of service you can expect
- The expected timescales

It also outlines what we need from you, to enable us to meet our commitments.

We will:

- Be open, honest and transparent.
- Be polite, respectful and professional.
- Be reliable, fair and respectful of confidentiality.
- Accommodate your preferred form of communication ie. telephone, email etc.
- We work in strategic partnership to help you achieve your goals.
- Listen, understand and adapt to meet your needs.

Our Service Standards

- We will respond to emails from our clients within 48 hours.
- All missed phone calls and voicemails from clients will be returned within 24 hours, unless indicated as urgent.
- A communication plan will be agreed at the beginning of all projects.
- We will frequently request feedback throughout the lifecycle of a project to identify any areas for improvement.
- We operate a Quality Management System (QMS) and have achieved UKAS ISO 9001 accreditation.
- The delivery team will always consist of the necessary competence and experience tailored to each project.
- We will ensure all deliverables are subjected to peer reviews and at a critical point prior to release of information. Design review feedback is addressed prior to issuing finalised deliverables.
- We will seek formal feedback from our clients as part of the validation process using our Project / Client Review Form.
- Clients will receive an annual review, which is attended by a senior member of the Patrick Parsons team.

In turn we will need you to:

- Treat our staff with courtesy and respect.
- Provide any information that has been requested as soon as possible so we can deal with your enquiry efficiently.