



Family Solutions (uk) Ltd

In association with Freelance Social Work Services Ltd

QUALITY MANAGEMENT STATEMENT

Family Solutions (UK) Limited aims to deliver the highest quality service to its customers and service users. Demonstrating the standards of professionalism expected of an organisation at the heart of children and families' welfare.

The Company understands that all activities carried out have an impact on the welfare of its customers and services. The Company operates a well-documented collection of internal systems and procedures to provide a high quality service.

By understanding the customers' needs, processes and procedures, Family Solutions (UK) endeavours to accommodate the customers' procedures and processes into its own in order to meet the customers' needs on the highest level.

Our procedures and policies form a part of the Employee Handbook and are reviewed a least annually with interim reviews where changes in activity, staffing, customer base or legislation requires.

The Employee Handbook consists of a comprehensive set of policies and procedures to promote the welfare of staff as well as customers, which every employee follows and understands. These include an in-depth recruitment policy, training policy, supervision policy and appraisal policy.

Family Solutions (UK) believe that a key driver towards a high quality service is staff that feel supported. Therefore, employees receive monthly structured supervision.

The Company believes in investing in quality, up-to-date equipment and resources, such as computer equipment and software. This ensures a fast and efficient service is provided to customers.

Each stage from referral to closure of a case is controlled and maintained by well-trained and highly competent staff.

Family Solutions (UK) is dedicated to continually improving and developing the high standards and quality services it provides, welcoming feedback from all customers and service users.

David Lawrence
Director