



## **ADDICTION RECOVERY AGENCY**

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<b>Ratified by</b>	<b>Senior Management Team</b>
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### **QUALITY POLICY**

#### **BACKGROUND**

Addiction Recovery Agency (Ara) has been providing drug, alcohol and gambling treatment services since 1987 and is committed to making people's recovery a reality. Ara offers a wide range of treatment and support to benefit people with addiction and mental health problems in the South West and South Wales including:

- supported housing;
- specialist services for people with gambling problems;
- prison resettlement and support services in the community;
- mental health services.

#### **SCOPE**

This policy covers support services for people who have problems with drug, alcohol and gambling addiction and low-level mental health problems.

#### **Ara's COMMITMENT TO QUALITY**

A commitment to quality and continuous improvement runs through Ara's work and is reflected in our Business Plan "Springboard for Growth" which provides a framework for setting quality objectives.

It is Company policy to obtain client/patient satisfaction by:

- Responding promptly and accurately to customer inquiries and requests
- A constant pursuit of quality, value and reliability in the products and services Ara supplies to our customers
- Ensuring that Ara's management and staff are fully trained to meet the requirements of the business and our customers
- Constantly striving to meet and where possible exceed our customers' expectations

- Working closely with our customers and suppliers in seeking to establish the highest quality standards
- Adopting a forward-looking view on future business decisions which may have an impact on quality
- Training all members of staff in the needs and responsibilities of quality management

To meet the specified requirement of the customer, Ara applies a Quality Management System in conjunction with other management controls; this is described in the Quality and Procedure Manuals.

Responsibility for upholding this policy is Company-wide under the guidance and with the assistance of Senior Management who encourage the personal commitment of all staff to address quality as part of their skill base.

It is Ara policy to seek to operate to this Quality Management System (QMS) continuously and to implement and operate fully the ISO9001: 2015 standard through registration and annual review.

ARA complies with all applicable legislation relevant to its industry including all health and safety regulations.

Approved by

A handwritten signature in black ink, appearing to read 'Graham England', written in a cursive style.

Graham England  
Chief Executive