QUALITY POLICY

RECOVERY FOR ALL

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 problems in the South West including:

- Supported housing;
- Specialist services for people with gambling problems;
- Prison resettlement and support services in the community.

Scope

This policy covers support services for people who have problems with drug, alcohol and gambling addiction.

Ara's commitment to quality

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

It is company policy to obtain client 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.
- Training all members of staff in the needs and responsibilities of quality management.
- Ensuring we are adaptable and put our customer and staff needs first in unforeseen circumstances whilst continuing our path of constant improvement

QUALITY POLICY

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



Robbie Thornhill
Interim CEO