

CUSTOMER SATISFACTION STATEMENT

Introduction

Bcerta is committed to providing the best possible service that we can.

We recognise that sometimes Clients will feel that they have not received the service that they had expected and, therefore, may feel the need to express dissatisfaction with the service they have received.

We encourage all feedback from customers, including dissatisfaction and have developed a Client Satisfaction Policy and an associated Procedure. Our Client Satisfaction Policy explains our broad approach to handling all instances of dissatisfaction. Our associated Procedure provides clear information on how individual instances of dissatisfaction will be handled.

Reports relating to Client Administration and Clinical issues will be handled in the first instance by the Clinical Services Director and shall be identified to the Quality Manager.

Aims

Bcerta aims to resolve any instances of dissatisfaction fairly, effectively and within a reasonable timescale. Bcerta will:

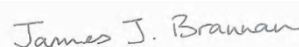
- Aim to put things right quickly for our customers when they go wrong.
- Keep our customers informed of the progress of the matter in question and the results of any investigation.
- Seek to learn from each instance of dissatisfaction to improve future performance.
- Issue corrective/preventative action guidance.
- Monitor our performance and use trend analysis to determine any areas of concern which can be raised at regular management meetings to assess the effectiveness of the Quality Management System

In the case of medical complaints, if Clients remain dissatisfied after their complaint has been through all stages of our internal Complaints Procedure, we shall advise Clients of their right to complain to the appropriate authority.

Implementation

Bcerta's Customer Satisfaction Policy and associated Procedure will be readily available to customers. Together, they detail how to make a complaint and the response timescales.

Signed:



Position in Company: Chief Executive Officer

Date: 20 January 2012
