

# ADAS Client Promise



**You can contact us** through our local offices (ADAS office telephone numbers are listed on our website <http://www.adas.uk/> and in local directories), via our general enquiry number 0333 014 2950 or the email address [enquiries@adas.co.uk](mailto:enquiries@adas.co.uk). Calls during weekday office hours will be answered promptly. We will respond the next working day to messages left out-of-hours.

**We will give you contact details** (including where appropriate a mobile phone number) of the ADAS person dealing with your current contract or your account. This person will:

- Maintain regular contact with you.
- Identify your needs and how ADAS can best meet these.
- Check that you are fully satisfied with all that we do for you.

**Satisfying your requirement is paramount.** We will always listen, take account of your views, and respond promptly to all your requests. Where there are good reasons why we cannot act on your request, we will explain, discuss and reach agreement. To avoid misunderstanding we will provide clear written details of what we agree to deliver. When changes are needed these will be discussed and documented.

**Delivery standards are assured.** We work to formally agreed contracts and will project manage your work according to our ISO 9001 compliant ADAS Integrated Management System (AIMS). We use scientifically up-to-date and appropriate techniques, appropriately qualified, experienced personnel and, where applicable, well maintained and calibrated equipment, to deliver your work. Where unforeseen problems arise, we will notify clients promptly of the reasons and the consequences.

**Confidential information** will never be relayed by telephone, fax, letter or email without prior agreement. All financial, technical or business information supplied to us will be treated in the strictest confidence for the duration of the work and where possible returned. Any personal data will be managed in accordance with the Data Protection Act 1998. Unless we have express permission no information traceable to a specific client will be released to a third party.

**Reporting standards.** Information and recommendations may be conveyed to clients verbally, electronically or in writing, but verbal information and recommendations will always be confirmed in writing. All output will be quality control checked before release, to ensure that it is technically sound and meets both ADAS standards and client requirements.

**Monitoring client satisfaction.** We will periodically contact you formally to ask you about the services we have delivered and will also seek informal feedback when appropriate. We value this information to provide direction to the on-going improvement of performance.

**Complaints.** Whilst aiming for no complaints, ADAS recognises the need to resolve client complaints promptly. Whenever possible we will formally acknowledge complaints within two working days of receipt. An independent member of staff will investigate the complaint, after which a formal written response will be sent to the complainant. Our aim is to resolve complaints as quickly as possible. Opportunities to further improve business processes to minimise the risks of complaint situations recurring will be identified and implemented as appropriate.

**ADAS will endeavour to always deliver our promise – Insight and Solutions you can depend on.**

**Ian Strudwick**  
Managing Director  
RSK ADAS Limited

PS1 Edition: 11  
January 2018