

**Accessibility**

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Ascenti delivers rehabilitation and assessment services to the legal and insurance sectors, public sector and corporate organisations, focusing on customer and client satisfaction and a positive rehabilitation outcome for the injured person.

Our services include:

- Telephone based triage
- Physiotherapy
- Osteopathy
- Chiropractic
- Psychological and counselling services
- Case managed services
- Disability and workplace assessments

Our policy is to ensure that the above services are delivered to our customers and clients by:

- Offering a collaborative partnership approach with our customers and our key suppliers
- Meeting and wherever possible, exceeding our Service Level Agreements
- Dedicated teams dealing with all levels of rehabilitation requirements
- Using our bespoke management system to provide tailored data for our customers
- Providing relationship managers with relevant expertise to liaise with our customers

In order to ensure the consistency of our service, we have a quality management system in line with the requirements of ISO 9001:2015. We have chosen to have this independently audited and certificated by a UKAS accredited Certification Body.

We are fully committed to the implementation and continual improvement of our quality management system.

This quality policy is communicated, understood and delivered through defined and documented quality objectives. This quality policy and our QMS are reviewed regularly to ensure effectiveness and continual improvement.

Signed:

Date: 13/12/2017

Kevin Doyle

Managing Director

*For more information please email: [QMS@ascenti.co.uk](mailto:QMS@ascenti.co.uk) or call: 0844 4935020*