

**GLOBAL ACCREDITATION**  
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**CONFIDENTIALITY STATEMENT**

We hope that your visit to Global Accreditation' web site has been useful and informative and that you found what you were looking for.

Now and again however, things can go wrong and even with the best will in the world misunderstandings can occur and disputes arise. People can get entrenched in their viewpoint and are not always able to bet a balanced perspective of events. This happens with people and it does not matter if they are Providers or Customers they are still subject to the same human emotions and anxieties.

Our members always want to have happy customers and stakeholders. They people to be so pleased with the service they have received and with what they have purchased, that they will make recommendations to friends and neighbours. Our members and stakeholders want nothing less than total customer satisfaction. That is why you should always approach the provider in the first instance to resolve any query that you may have.

If that fails then we at Global Accreditation will be happy to get involved. Although the provider may be very well versed in quality assurance procedures it does not meant to say that we are "on his side". We want the quality assurance profession to be well known and respected for its standards and levels of service. We will not achieve this aim if we have a rogue organisation in our midst and so we are keen to root them out in the unlikely event that they have got through what should be stringent quality control procedures.

In the best of all worlds things can and do go amiss on occasion. It is through these incidents that learning is achieved and business and public can experience the benefit of growth and continual quality improvement. This is a fundamental tenet of the ISO 9001 quality management standard that we encourage organisations be registered to. Therefore, although failures and complaints can be distressing for both the customer and the provider they are, ultimately, a great opportunity to learn and improve.

If you need help with this please use the contact form at our web site ([www.global-accreditation.org](http://www.global-accreditation.org)). We will discuss your query and r direct you to our on-line feedback page at our web-site so that you can set things in motion. Please remember however, to firstly be very objective by defining the nature of your complaint supported with data on dates and specifications and reference numbers etc, and secondly, give the Installer an opportunity to fully respond to your query.

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