



Quality Policy

Fishers is committed to quality and aims to ensure long-term client satisfaction and meeting client needs and expectations and delivering excellent client service. We aim to remain approachable and friendly, whilst maintaining a professional and flexible approach to meet the needs of every single client, whatever their background, age, race, or gender.

This commitment to quality is based on the principle that the effective and consistent implementation and review of operational systems, which reflect client, staff and business requirements, will result in the continuous improvement of the services we deliver to our clients.

This will be achieved by a continuous process of quality management and improvement, which includes a commitment to:

- develop, monitor, improve the effectiveness of and comply with the quality management system
- comply with statutory and regulatory standards and requirements
- continually enhance client satisfaction through listening to and responding to client feedback
- continually develop staff training and competency to enable client needs to be met
- promote an ethos of continuous improvement by engaging all our staff in planning and performance review processes