

QUALITY AND SATISFACTION POLICY

We are committed to providing you with the best possible service and advice.

In our vision to be the best bespoke consultancy, globally, we have initiated the following policy to fulfill this mission.

We will do this by,

- **Understanding our customers' expectations and requirements.**
- **Ensuring all constructive feedback is dealt with as far as possible and in a timely manner.**
- **Continually liaising with industry associations, professionals, and regulatory bodies to align best practice.**
- **Ensure staff training and CPD is maintained to grow and the pool of knowledge available to our customers.**
- **Using information from the above to continually improve business practices and processes.**

By ensuring we fulfill the above you can be assured that we will strive to provide our clients with first rate services and exceed expectations.

If you have any queries, concerns or comments regarding this policy, do not hesitate to contact info@distinctengineering.com.au

The Distinct Compliance Engineering Team.