


HBDA

Haringey Business Development Agency Ltd



European Regional
Development Fund

CLIENT'S CHARTER

The Haringey Business Development Agency is committed to providing a high quality, efficient service relevant to individual client needs.

When using the Agency's services clients can expect: -

- To be greeted courteously and efficiently
- To have any enquiries dealt with effectively with the appropriate information being supplied
- To have all sides of any issues or problem presented to clients (both good and bad points) so that clients can make their own decisions.
- That the advice given to clients will be independent and will be in the client's best interest
- To be treated with equal consideration regardless of the size of business and the nature of the problem and irrespective of race, religion, gender or age
- That whatever information is provided to the Agency's staff will not be divulged to anyone outside the Agency except with clients permission
- To receive a response to any complaint within five working days
- That the Agency's staff will adhere to the principles and requirements of the Agency's Quality Policy.

If the service falls below these standards clients are invited to contact the Chief Executive at Haringey Business Development Agency Limited.

The Agency endeavours to assure that its services and information are as up-to-date and as accurate as possible. However HBDA cannot guarantee the accuracy of all the information and advice given by its staff and associates and cannot accept any responsibility for errors and omissions within information and advice given in good faith.