



# Quality Policy

The Dalgarno Trust provides excellent services to its users and complies with the ISO 9001 certification to ensure a strong user focus and continual improvement of the Quality Management System and those services that lie within its scope.

The goals and quality objectives are:

- Create a strong, inclusive, vibrant, and active community
- Encourage people from diverse backgrounds to fulfil their potential, increase confidence and break the cycle of poverty and deprivation that may have been in place for generations
- Facilitate health promotion and awareness as an integral part of all areas of work to encourage good health and well-being
- Ensure long-term sustainability and development through education, employment & training opportunities.

To ensure the delivery of these goals, the Trust operates through 5 primary work-streams:

- Health & Well Being
- Children, Youth and Families
- Social Isolation & Loneliness
- Education, Learning & Employment
- Community Engagement

To guarantee that the services are delivered through these work-streams are of the highest standard and satisfy applicable requirements, we have the following systems and processes in place:

1. Regular gathering, monitoring, and reviewing of service user feedback
2. Project Non-conformance and compliments log
3. Project Quality Plan for all new work implementation
4. Training and development for our employees
5. Regular audit of our internal processes
6. Measurable quality objectives which reflect our aims
7. Management reviews of audit results, customer feedback and complaints
8. Communication throughout The Trust of the importance of complying with legal requirements

Our internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees. Though the Quality Manager (Esma Dukali) has ultimate responsibility for Quality, all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded within the whole of the organization.

To make a complaint or a compliment please email [esma@dalgarnotrust.org.uk](mailto:esma@dalgarnotrust.org.uk).



## The Dalgarno Trust

**Signed:**

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Esma Dukali – Chief Executive Officer, The Dalgarno Trust

**Date:**

16<sup>th</sup> September 2024

**Review Date:** September 2025