



# Customer Charter

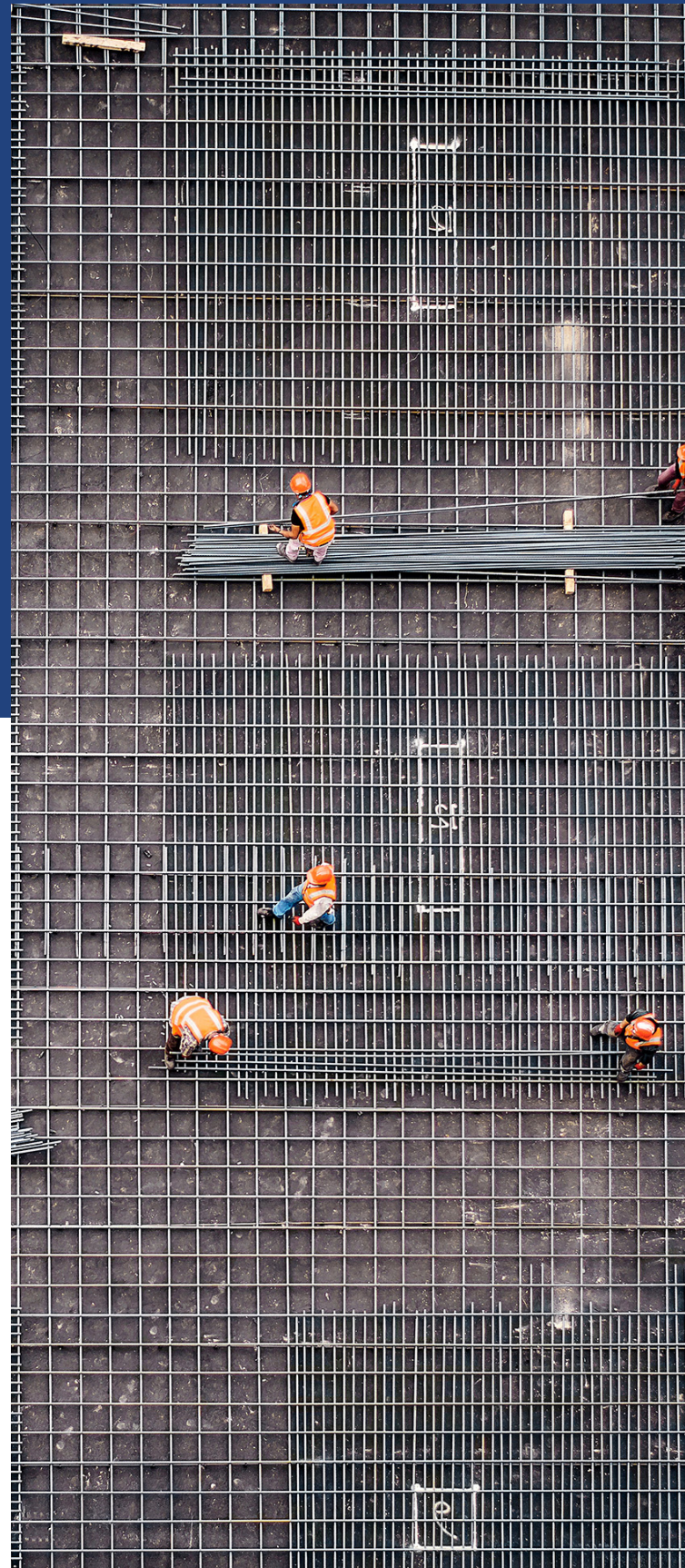
# Our purpose

Is to improve people's health and safety at work, at home and in the environment through excellent independent science, to create a healthy and sustainable world.

Excellence in customer service is central to all our activities and we are committed to meeting our clients' needs with high quality impartial research, consultancy, laboratory analysis and workplace services.

As our client, we will at all times treat you fairly and professionally whether in person, by phone, in writing or by email.

This charter outlines the level of service you should expect.



# Our behaviours

Our behaviours reflect our values and core purpose, they make up our DNA.



# Our commitment

- Courteous, professional, friendly and accessible.
- Respect the required level of confidentiality.
- Meet or exceed agreed expectations.
- Communicate clearly and promptly.
- Adhere to recognised health and safety standards and regulations.
- Operate within a quality management system.
- Bring value to your organisation through the work we undertake for you.

## Quality statement

IOM is a UKAS accredited testing laboratory No 0374.

We also hold ISO 14001 (Environmental Standard), and group accreditation under the Contractors Health & Safety Scheme (CHAS).

Our staff are trained to enable them to carry out their work to the required quality and health, safety and environmental standards.

They are encouraged and empowered to participate in quality improvement activities.

They have individual responsibility for understanding and applying relevant policies, guidance notes and standard operating procedures in performance of their duties.



# Feedback and customer survey

If you are dissatisfied with any aspect of our service, please let us know, in the first instance, by getting in touch with the primary contact who has provided you with the service or report, or the Head of the relevant IOM Department or Division.

If for any reason you wish to escalate your complaint, please contact the IOM Chief Executive, Nathan Baker.

He can be contacted at:  
IOM, Research Avenue North,  
Riccarton, Edinburgh, EH14 4AP,  
United Kingdom

Email: [nathan.baker@iom-world.org](mailto:nathan.baker@iom-world.org)

Tel: +44(0)131 449 8000

We undertake to acknowledge any complaint within 48 hours of receipt, at which time we will also communicate a timetable for further action if required.



We always welcome and value positive feedback. If you have enjoyed a positive experience from a particular service or member of staff from IOM or have any suggestions for further improvements, we would be pleased to hear from you. Please send these to the relevant Division Head at the above address.

Each year our customers are invited to take part in a customer survey, a link is sent via a email from our marketing team.