

## Quality Assurance Policy

### Introduction

For any organisation to be successful it is essential that users' requirements are fully met. Dyslexia Cornwall is committed to providing the best services possible and needs to be able to demonstrate that it provides quality services and manages the organisation efficiently and effectively.

In an increasingly competitive market it is critical that Dyslexia Cornwall is able to evidence our commitment to quality to partners, users, potential employees and volunteers

### What is Quality Assurance?

Quality assurance is the process of verifying or determining whether products or services meet or exceed user expectations.

Quality assurance is a process-driven approach with specific steps to help define and attain goals. This process considers design, development, implementation and evaluation. It is essentially about learning what we are doing well and striving to do it even better. It also means finding out what we may need to change to make sure we meet the needs of our users.

### Quality Assurance in Practice

As a user led organisation we endeavour to understand current and future users' needs and will strive to meet users' requirements and exceed expectations at all times. There is a shared understanding throughout the organisation about what we are trying to achieve and how we are trying to achieve it. This involves:

- a) Agreeing quality objectives, reviewing their relevance and monitoring performance against objectives regularly.
- b) Ensuring that our users know what to expect from Dyslexia Cornwall
- c) Having a Board and management team in place who can provide clear vision and direction.
- d) Having all policies and procedures documented and reviewed
- e) Having a Business Plan that details our strategic priorities for the next three years
- f) Having a Work Plan with measurable outcomes for each project
- g) Developing a Personal Development Plan for each employee to ensure that they have the relevant skills and expertise

- h) Using effective communication tools to keep everyone informed
- i) Actively participating in the audit process, both internal and external, in order to drive continual improvement.
- j) We have a technical infrastructure in place capable of supporting the delivery of our aims and strategic priorities.
- k) We have the necessary resources in place to support the delivery of our aims and strategic priorities.
- l) We have monitoring procedures in place to ensure that policies and procedures are being implemented and are effective.
- m) We have positive relationships with our partners and others working in our field to enable us to share experiences and resources, to pool expertise and work in partnership in the best interest of our users.
- n) We evaluate all activity on a continual basis and use the feedback gained to inform the development of our policies, Business Plan, Work Plans and Personal Development Plans.

### **Quality Marks**

There are various industry quality marks that demonstrate that an organisation has effective quality management systems in place. Dyslexia Cornwall will hold or be working towards at least one quality mark that is easily recognised within our field and seen to be synonymous with quality. The quality mark held will be assessed on an annual basis to ensure that it is still the most relevant for the organisation.

### **Promoting Diversity**

The Dyslexia Cornwall strives for high standards both as an employer and as a provider of services. In so doing, we recognise the need for encouraging diversity and wholeheartedly support a policy of equal opportunities in all areas of our work and responsibilities [*Ref: Equality and Diversity Policy*].

### **Recruitment**

Having the right person in the right place at the right time is crucial to organisational performance. Dyslexia Cornwall is committed to ensuring that all stages of the recruitment process are conducted fairly and effectively. [*Ref: Recruitment and Selection Policy*].

### **Partnership Working**

Dyslexia Cornwall strives for high standards as a provider of services and in so doing, we recognise the benefits of partnership working to provide additional services for our clients. We aim to select partners best suited to meet the needs of our service users and the overall success of identified projects.

When working in partnership Dyslexia Cornwall will commit to complying to or exceeding the funder's quality requirements so as not to jeopardise the reputation of our organisation.

### **Information Sharing**

Dyslexia Cornwall is committed to maintaining high standards of confidentiality in all aspects of its work. When working in partnership with other bodies Dyslexia Cornwall will ensure that specific and transparent information-sharing protocols are established of which the clients are made fully aware. Management agreements will state that breaches of confidentiality by either party will be treated as a breach of the agreement. *[Ref: Confidentiality Policy and Procedure]*.

### **Dealing with Complaints**

Dyslexia Cornwall is committed to providing good quality services. We recognise however, that we sometimes get things wrong or make mistakes. We do not look on complaints as unwanted -in fact, they may help us to see where our services or procedures might be improved. Dyslexia Cornwall is committed to dealing with complaints seriously and with sensitivity. *[Ref: Complaints Policy]*.

### **Responsibilities**

Ultimate responsibility for the implementation of this policy rests with the Board of Trustees. They are responsible for ensuring that the policy is reviewed, ensuring that the organisation is in a position to deliver quality services as described above.

The Chairperson is responsible for overseeing the implementation of the Quality Assurance Policy and ensuring that all managers are adhering to their responsibilities.

The Chairperson will ensure that quality assurance processes are assigned to relevant employees and volunteers and that adequate and appropriate training is delivered to enable all employees and volunteers to deliver the required standards.

Achievement of this policy's aims involves all employees and volunteers. In order for the organisation to be successful every person must understand our users' needs and be responsible and accountable for the quality of their work.

## **Monitoring and review**

The Board of Trustees, will regularly review the operation of this policy.

**This policy has been approved and authorised by the Trustees of Dyslexia Cornwall.**

Signed:

A handwritten signature in black ink, appearing to be 'BH' followed by a long horizontal flourish.

Name: Barbara Hewett-Silk

Position: Chairperson

Date: 18<sup>th</sup> January 2020

Next review due: January 2021