

CUSTOMER CHARTER

OUR COMMITMENT TO YOU

Inova works with a diverse range of partners and clients from different countries and backgrounds. We are therefore aware of the different needs of our partners both from across Europe and in the UK. We aim to respect the rich and diverse environment in which we operate. All individuals and organisations will be treated in a fair and equal manner and in accordance with the law regardless of gender, marital status, race, religion, colour, age, disability or sexual orientation. Our customer commitments include:

- Providing a quick turnaround for services
- Delivering services tailored to your needs
- Valuing your feedback
- Developing continuously
- Taking cultural differences into account
- Communicating efficiently in plain English
- Respecting different cultures and different ways of doing things
- Responding to enquiries and requests promptly
- Promoting the principles of equality
- Sharing experiences, innovation and best practice

YOUR COMMITMENT TO US

We are committed to you and your needs as a customer and partner, respecting your individual needs and schedules. We would therefore hope to be treated in an equal manner by you as a customer in order to establish a level of mutual respect and a good basis to work together. To help us work together effectively, you can help us by:

- Being on time for meetings
- Letting us know well in advance if you need to cancel an appointment.
- Informing us of your up to date contact details
- Make sure you have our contact details and the details of the person you are meeting
- Preparing materials with care to ensure a successful meeting
- Answering e-mail requests promptly and on time
- Sending us regular updates on your progress when requested

CONTACT US

BY E-MAIL AND TELEPHONE

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We are committed to responding to all your communications within 2 working days.

WEBSITE

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BY POST

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OFFICE HOURS

Monday to Friday from 9am to 5pm
(UK time)

