



OUR SATISFACTION PROMISE

10 January 2024

Quality

We are committed to delivering outputs and outcomes in line with the scope of works and in the timeframes agreed¹.

Communication

We are committed to respectful, proactive and honest communication throughout the time we work together.

Satisfaction

We will do all we can to ensure you are happy with the services we provide. If you are not satisfied with our work, we will provide additional reasonable support² until you feel happy that value has been delivered³.

Continual Improvement

We want to provide the best value services and outcomes for our clients to the best of our abilities. We welcome your constructive feedback. We are committed to continual improvement and take all suggestions for doing better seriously.

A blue ink handwritten signature of Emma Pethybridge.

Emma Pethybridge
Founder + CEO



1. Sometimes, timeframes are affected by other parties fulfilling their responsibilities.
2. Exactly what "additional reasonable support" is will vary from project to project.
3. In line with the agreed scope of works.