

Aurora's Service Commitments to our Clients

- 1) No surprises.
- 2) All reports to be produced and issued within 10 working days of client or site visit or completion of the work to which the report relates. Where draft reports are required then these must be produced within 10 working days as above with the final reports being issued within 5 days of receiving comments from client. For reports awaiting radiochemical analysis drafts to be produced within 5 days of receiving results and final reports to be issued as above.
- 3) Telephone calls will be returned the same day or in any case no later than 24 hours from receiving the original message.
- 4) Customers will always find working with Aurora easy and pleasurable.
- 5) We will always keep our customers informed as to the progress of the works.
- 6) Invoices should be accurate and meet all the clients purchasing requirements.
- 7) Customer complaints will be dealt with efficiently and in accordance with Aurora's customer complaints procedure.
- 8) Aurora will strive for continuous improvements in the services we offer. Customer feedback and interviews will be regularly held to facilitate this process.
- 9) All advice and formal correspondence with clients will have been peer reviewed by another Aurora staff member before being issued.
- 10) The customer's commercial and personal confidentiality will be protected at all times. No information regarding customers will be publicised by Aurora without their express written/electronic authorisation.

aurora health physics services ltd

Harwell Innovation Centre
B173, Curie Avenue
Didcot, Oxfordshire, OX11 0QG, UK

t: +44 (0) 1235 838622
f: +44 (0) 1235 838623
e: enquiries@aurorahp.co.uk
w: www.aurorahp.co.uk

