

## **Our Policies**

This document gives a brief overview of selected policies and procedures that inform our ways of doing business. We have a commitment to compliance with all relevant legislation, and beyond that to work in ways that create sustainable and respectful conditions for success and allow full potential to be realised.

### **Quality Assurance**

We hold transparency as a core value in working with clients. This helps generate high quality relationships, and high quality processes that are fully understood and can be flexed as needed throughout the course of our assignments.

Irving Allan is committed to providing the support our consultants need to deliver an excellent service, and to providing our consultants with good colleagues and engaging work opportunities. In return Irving Allan will call only on those associates who can demonstrate their commitment towards their colleagues and clients, who are appropriately affiliated and insured for their professional practice and who undertake appropriate CPD and supervision.

Irving Allan's administrative processes and ways of working are continually reviewed and designed to ensure a high level of customer service and satisfaction.

Irving Allan seeks to be informed about the QA practices of clients and align its work in support of these where possible.

### **Data Protection**

Irving Allan client information is gathered and processed only as needed for the purposes of contracted work, dealt with only by known individuals who need to have access and is held securely until such time as it may be destroyed. Where appropriate, coded identifiers are used and held separately from the main body of information.

Irving Allan is registered with the information commissioner and complies with all relevant provisions of the Data Protection Act 1998.

Irving Allan seeks to be informed of any particular client requirements in this regard and to comply where possible, subject to alignment with the Data Protection Act 1998.

### **Diversity**

Irving Allan seeks to promote inclusive and mutually respectful practices in its internal and external dealings and sees success in this endeavour as fully appropriate to its work in developing individuals and organisations, and necessary for excellent provision. This includes, and is not limited to, considerations of race, gender, sexual orientation, physical disability, religion and worklife accommodations. We seek to actively value diversity. We refrain from unlawful discrimination. Irving Allan keeps up to date with research and practice in the diversity field and has specialist colleagues in this area.

Irving Allan complies with relevant legislation including the Disability Discrimination Act (1995/2005) and the Race Relations Amendment Act 2000.

Irving Allan seeks to be informed of any particular client requirements in this regard and to comply where possible, subject to current legislation.

### **Code of practice**

Irving Allan, its employees and associates adhere to the ethical and conduct codes of the British Psychological Society. [http://www.bps.org.uk/the-society/code-of-conduct/code-of-conduct\\_home.cfm](http://www.bps.org.uk/the-society/code-of-conduct/code-of-conduct_home.cfm)