

# SERVICE LEVEL AGREEMENT FOR RB SERVICES

**Objective of the agreement** – The purpose of this Service Level Agreement is to describe the services we provide and the quality standards we have agreed with our service users in terms of delivery.

The agreement sets out

- The services we provide to our clients
- The overall standard we set out to achieve is subject to our Terms and Conditions

**Reviews and amendments** – This agreement will be reviewed annually and service users will be informed of any changes.

**Objective of the Service** – To provide Health and Safety Training and Consultancy Services.

**Service availability** – Details of RB Services available services are accessed via CITB website, brokers websites and RB Services website.

**Service Levels/Standards** – feedback forms are completed by each delegate and responses are retained for evaluation purposes. Recently an electronic feedback device has been installed for service users to utilise.

**Complaints** – In the event of a complaint or conflict the Complaints Procedure will be followed – this is available to view on RB Services website.



Signed .....

Dated.....31<sup>st</sup> January 2018.....