

Quality Assurance Policy

Our Commitment to Excellence

At Jenny Garrett Global (Reflexion Associates Limited), we're committed to delivering exceptional services. Excellence is one of our core values – we provide high-quality coaching and consultancy that exceeds expectations, and we continuously seek to improve.

This policy sets out how we maintain quality across everything we do.

Our Standards

Our work is informed by:

- Evidence-based practice and current research
- Professional body standards (our coaches hold ICF, EMCC or equivalent accreditation)
- Over 20 years of experience in leadership development
- Client feedback and outcome measurement

Our People

Quality starts with our people. We ensure:

- **Qualified professionals:** All our coaches, trainers and facilitators are appropriately qualified and experienced
- **Ongoing development:** We invest in continuous professional development for our team and associates
- **Supervision:** Our coaches have access to supervision in line with professional body requirements
- **Values alignment:** Everyone who works with us shares our commitment to inclusive leadership

Programme Design and Delivery

- We design programmes in partnership with clients, tailored to their context
- We use our proven Tri-Level™ methodology where appropriate
- Materials are professionally produced and regularly updated
- We match facilitators to programmes based on expertise and client needs

Measuring Quality

We measure the quality and impact of our work through:

- Participant feedback after every session and programme
- Client satisfaction surveys and reviews
- Outcome tracking (e.g., promotion rates, engagement scores, behavioural change)
- Regular review meetings with clients

Continuous Improvement

We review feedback and outcomes to identify what's working well and where we can improve. We're always learning and evolving our approach.

When Things Don't Go Right

If you're not satisfied with any aspect of our service, please tell us. We have a complaints process and take all feedback seriously. See our separate Complaints Policy for details.

Signed: Jenny Garrett OBE

Date: December 2025

Next review: December 2026