



www.downsyndromedevelopment.org.uk

QUALITY ASSURANCE (INCLUDING INTERNAL AND EXTERNAL VERIFICATION) - DSDT

	Date	Name/signature
Last updated	14/6/2023	MR
Reviewed by Managing Director on behalf of the trustees	14/06/23	SS
Date for next review	Regularly	

AIMS

DSDT management strives to establish and maintain a level of service that meets, if not exceeds, the demands and expectations of its service users, in accordance with its values, funding, and contractual obligations, as well as its policies & procedures.

The quality assurance policy is dedicated to:

- Create and enhance the Quality Management System
- Continuously increase the Quality Management System's effectiveness
- Increasing service users and providers satisfaction

EMPLOYER REQUIREMENTS

DSDT is committed to the following requirements:

1. Ensure that service user needs and standards are met with the goal of attaining service user satisfaction.
2. Communicate the value of addressing client and service user demands, as well as all necessary legislative and regulatory obligations, throughout the Charity.
3. Develop the Quality Policy and its Procedures.
4. Ensure that DSDT Management set and evaluate quality goals, and that internal quality assurance results are reported as a way of monitoring and assessing the procedures and effectiveness of the Quality Management System.
5. Ensure that resources are available.

All applicable legislative and regulatory requirements are met by the charity.

DSDT is continually monitoring its quality performance and implements adjustments as needed, while its Quality Policy is evaluated on a regular basis to guarantee its continued effectiveness.

Contact details:

Registered charity and correspondence address: 13 Saltwood Road, Seaford East, Sussex BN25 3SP

Main office: Chyngton Methodist Church, Millberg Road, Seaford, East Sussex, BN25 3ST

Second office: Unit Number 1b, The Sussex Innovation Centre, Falmer, Brighton, East Sussex, BN1 9SB

Tel: 01323 893 323 / 01323 890 654

Website:

www.downsyndromedevelopment.org.uk

Email:

hello@downsyndromedevelopment.org.uk

[DSDT Charity Policies | Down Syndrome Development Trust UK](#)

Down Syndrome Development Trust

Company Number: 08346182

Registered Charity Number: 1155830

If any parent/carer or child/young person being supported by DSDT has any concerns about the conduct of any member of the organisation, this should be raised in the first instance with:

If you have any concerns about breaches to the quality assurance policy, please refer to: Senay Smallwood (designated vulnerable persons' protection contact)

- 01323 893323

sensmallwood.dsdt@gmail.com

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