



Updated: 12/30/2025

Account Quality Audit and Service Recovery Policy

Policy Statement

To ensure professional accountability and project alignment, [Company Name] initiates a mandatory Quality Assurance Audit following any instance where a client expresses dissatisfaction with service timelines, communication, or delivery.

Audit Objectives

The primary goal of this audit is to verify that the partnership is being restored to its intended standard. This includes:

1. **Communication Audit:** Reviewing all historical correspondence (emails, texts, and project notes) to identify and resolve gaps in responsiveness.
2. **Deliverable Status Check:** Confirming that all contracted items have been **tended to**, initiated, or delivered according to the project scope.
3. **Expectation Management:** Assessing current project status to ensure client needs are being prioritized and addressed.

Resolution Protocol

Upon completion of the audit, the client will receive a formal status update. This update will outline the actions taken to address prior concerns and provide a clear timeline for any remaining items that require further attention.

Timeline

Audits are to be initiated immediately upon notification of a service issue and concluded within a timeframe communicated clearly to the client (typically 48–72 hours).