

JOINT COMMISSION RESOURCES/ JOINT COMMISSION INTERNATIONAL CLIENT BILL OF RIGHTS



At Joint Commission Resources and Joint Commission International, we are devoted to our clients and go out of our way to make sure that you are completely satisfied with any and all services received. Our clients are the foundation of our business, and our 'Client Bill of Rights' demonstrates our commitment to you.

CLIENT EXPERIENCE

- You have the right to a great client service experience.
- We want you to feel that the expertise of our staff as well as the quality of our products and services lives up to your expectations.
- We strive for satisfied loyal clients and look forward to repeat business.

CLIENT SATISFACTION

- Our promise is to provide world class products and services to all clients by building an environment of patient safety to every organization we touch.
- We are committed to delivering quality consulting, publications and education consistent with our clients' needs.
- Client inquiries will be addressed within 8 business hours domestically and 16 business hours internationally.

ENGAGEMENTS

- Clients will be billed within 30 days of the final date of their engagement. All expenses related to consulting engagement work completed will be billed within 45 days.
- Receipts for expenses billed to clients will be provided upon request.

REASONABLE AND ECONOMICAL TRAVEL AND MAINTENANCE CHARGES FOR CLIENTS

- Joint Commission Resources and Joint Commission International are committed to always providing the most cost effective services to clients.
- We use an external travel company to book airfare, ensuring staff safety and the most economical rates possible for our clients.
- We are committed to achieving the most economical approach for clients when charging travel costs to clients.

This bill of rights constitutes the guidelines as to which JCR and JCI will follow in providing a level of expectation to its clients. This document does not replace any contract between JCR/JCI and its clients.

This document was prepared by the Controller of Joint Commission Resources and Joint Commission International. This policy statement and any changes thereto require the approval of the Controller or Chief of Staff of Joint Commission Resources.



Headquarters

1515 West 22nd Street, Suite 1300W
Oak Brook, IL 60523
630 268 7400 Voice

UPDATED: OCTOBER 21, 2009