



Sweet.Work Ltd Client Policy

James O'Halloran, operating as a business coach under Sweet.Work Ltd, is dedicated to providing exceptional customer service and fostering client satisfaction. This policy outlines my commitment to actively seeking client feedback, addressing concerns promptly, and continuously improving my services to meet client needs.

Satisfaction and Customer Service:

1. Client Feedback Mechanisms:

I encourage open communication and feedback from my clients to ensure I meet their expectations and deliver value-added services. When a new client starts, they sign a contract and this outlines how important it is to provide feedback. Clients feedback is always welcomed, and actively encouraged - during the sessions, post session and upon completion of the coaching work.

2. Handling Client Complaints:

In the event that a client raises a concern or complaint, Sweet.Work Ltd. will acknowledge the complaint(s) promptly and work towards resolving them in a fair and timely manner. I will keep the client informed throughout the resolution process and provide regular updates on the status of their complaint. Once resolved, I will follow up with the client to ensure their satisfaction and address any remaining concerns.

3. Continuous Improvement & Commitment to Excellence:

Sweet.Work Ltd. prides itself on excellent customer service and client satisfaction. I value my clients' trust, opinions and business. My goal is to build long-lasting relationships based on mutual respect and collaboration.

I am continually developing my knowledge and skills as a coach to better help and serve my clients and their needs.

Client Success Monitoring:

1. Definition of Success:

Success for my clients is defined by achieving their specific business goals, improving performance metrics, enhancing leadership skills, and experiencing overall growth and satisfaction in their professional endeavours. As well as business goals, I help clients reach personal growth, enabling peace of mind, confidence and a more balanced life.

2. Monitoring Process:

In each session I have with my clients, I regularly check in with their progress and sense of success with their goals. Feedback is encouraged throughout the sessions and thereafter, to ensure client satisfaction.

3. Client Engagement:

I maintain open communication with clients throughout their coaching engagements to ensure alignment with their goals and expectations. I work collaboratively with clients to address any challenges, provide guidance, and adjust coaching strategies as needed to maximise client success.