



## MY CHARTER OF LIFE COACHING PRACTICE

### **Aim**

I aim to provide a professional coaching service of the highest quality, which fully serves the needs and interests of my clients.

I aim to fully support and facilitate the achievement of my client's life objectives, career, health, wealth, contribution, relationships and personal vision, whilst building a professional partnership with them.

This will enable myself and my clients to work together to enhance their life, work, relationships, business skills and competencies.

### **My Values**

Professionalism; Trust; Integrity; Honesty; Respect; Motivation; Inspiration; Value; Quality; Results.

### **Guarantees**

I will make every professional effort to supply the coaching hours contracted to high standards. Should I make a mistake I will seek to remedy it to your satisfaction.

### **Courtesy**

In all dealings, I will maintain a high level of courtesy and respect to my clients, their employees and associated customers. I will reply promptly to all and any enquires.

### **Information and Assistance**

I will provide all the information and assistance that I can to fulfil any contracts to the highest standards, within the limits of maintaining the confidentiality of other clients.

### **Fairness**

I will seek to be fair and non-judgemental in all aspects of my business relationships with clients and appreciative of any concerns raised by clients.

I will also try to be as accommodating and flexible as possible to ensure my clients receive the service they had hoped for at the onset.

### **Confidentiality**

I will at all times respect the confidentiality of clients and will not divulge any information unless required to do so by law.

### **Time Allocation**

At all times, I will allocate and be available for the session times agreed in the contract and likewise will seek remuneration for any loss of earnings in all circumstances for missed appointments or inconveniences with this allocation.