



Customer Service Policy

We are committed to achieving excellence in the service we provide, by working together to meet the needs and expectations of all customers including:

- **learners**
- **employers**
- **visitors**
- **work colleagues.**

A high standard of customer service is the responsibility of **all staff**.

We aim to:

- Provide a courteous, helpful response at all times
- Provide accurate information in a polite and timely manner
- Ensure each person is treated considerately with regard to their individual needs
- Provide a continuously enhanced service to our customers and the wider community.

Our customer standards

What we aim to do:

- Answer the phone within five rings
- Avoid using answer-machines during working hours
- Return calls within one working day
- See you within 15 minutes if you don't have an appointment (If specialist advice is required, or you have special requirements you may need to wait longer or, we will agree another time with you)
- See you within 15 minutes of an appointment time, but if we can't explain why and let you know when you can be seen
- Reply to all correspondence including letters, faxes and emails within 5 working days
- Contact you to explain why if your query cannot be resolved within 5 working days
- Adhere to timescales set out in the College's Complaints Procedure.

How we aim to do it:

- By working together with colleagues to resolve queries at the first point of contact or provide details of who can help, together with timescales
- By communicating in plain language, providing translation services when required
- By ensuring that the needs of customers with special requirements are met
- By providing information on waiting times or offering appointments if you choose not to wait
- By respecting your privacy, offering private areas for appointments/interviews if required
- By having well-trained and confident staff that have the skills and knowledge to do the job

What we ask of our customers

- Treat everyone with courtesy and respect, avoiding **unacceptable behaviour** including:
 - Verbal abuse ie racist, sexist or discriminatory comments
 - Threats of any kind (threatening behaviour or intimidation)
 - Physical violence
 - Being under the influence of controlled drugs or alcohol
- Provide us with the information and documentation we need to help you
- Respect our Smoking Policy
- Help us by telling us when we do not meet your expectations, giving your views and suggestions.

How will we monitor this policy?

We will:

- Make it easy for you to make a complaint, comment or suggestion (***please refer to our Customer Complaints/Suggestions Procedure***)
- Monitor complaints to ensure we learn from your feedback
- Train and support our staff to provide good customer service
- Use a wide range of customer surveys to regularly gather feedback.