

# Customer Care Policy

**Stratford Business Services is committed to providing high standards of training, service and advice to all of our customers. We will ensure that all enquiries or concerns are dealt with within 2 working days and that our customers are given up-to-date clear information about our training and services. In order to achieve this we will:**

- Let customers know how we are performing against our service standards
- Work with customers to agree a solution to their training and assessment needs
- Make every effort to assess and accommodate special needs or requirements
- Suggest alternative providers for requirements outside of our remit
- Deliver well designed training, assessment and services through highly qualified and experienced staff
- Provide an excellent and safe learning environment for all
- Maintain strict customer confidentiality, unless required to do otherwise for legal or funding purposes
- Encourage customers to comment on our training and services
- Use customer feedback to make business improvements



## Service Information:

Stratford Business Services is normally open from 08.30 to 17.00, Monday to Friday, as well as certain evenings and Saturdays to accommodate business demand.

At Stratford Business Services, we are wholly committed to ensuring that all of our clients are satisfied with the services that we provide. We welcome your feedback, both positive and negative, so we can continually monitor and improve our performance. Compliments or complaints should be made either in writing or on 01789 297335. We will then be happy to discuss them with you.

# Employer Charter

**This charter covers the full range of Stratford Business Services' full cost recovery training activities to include but not be limited to: NVQs, Apprenticeships and options for conference/room hire.**

#### Our Aims:

To contribute to the success of you and your organisation by:

- Delivering outstanding service.
- Meeting your specific requirements.
- Delivering an appropriate and relevant training provision and/or other business services.
- Delivering a positive, tangible impact to you and your organisation and continually measuring and reviewing progress against training requirements or the provision of other business services.
- Providing referral to another quality provider if we are unable to meet a training requirement and/or business service.

#### What You Can Expect From Us:

- Clear, accurate and timely information detailing our course provision or business service (room hire/ conference/meeting/ seminar), breakdown of costs and details of modes of delivery.
- A commitment to appropriately developing your skills and/or those of your workforce; from organisational and training needs analysis, through to delivery, review of the impact the training has had on both an individual and organisational basis in partnership with you or an appropriate representative from your organisation.
- Provide adaptive or bespoke relevant learning programmes, catering for varied working patterns, ability and learning styles.
- Provide outstanding delivery from highly trained staff with an industry specific background.
- Ensure opportunity to provide us with feedback which, where appropriate, will be used to improve our services in the future.
- Ensure equality of opportunity.
- Provide prompt notification of any issues relating to training or the provision of services.

#### What We Expect From You:

- Accurate information that relates to your organisational needs for training and business services.
- Positive commitment to learning through the duration of the programme of study, encouraging and ensuring attendance and to provide notification of absence normally within two working days.
- Notification of learning and/or other difficulty or impairment that may be a barrier to learning so these can be appropriately catered for.
- Encourage employees to demonstrate their skills and abilities.
- Ensure that all participants engage, where possible, and adhere to health and safety requirements on all premises where training or services are provided.
- Notification within two days when private employment circumstances or the circumstances for the provision of business services change.

#### What We Expect From Your Employee:

- Punctuality and regular attendance, providing two days notice of absence where possible.
- Commitment to their learning or training programme.
- Completion of set tasks and assignments within agreed deadlines.
- Responsible behaviour at all times.
- Commitment to health and safety requirements and to courtesy, equality, diversity and inclusivity.

