

# Customer Charter Reviewed June 2019

## 1. Overview

1.1 SEB Training Services (SEBTS) aims to provide a quality training experience for all our customers. In particular providing customers with a quality service that is:

- a) Consultative and responsive
- b) Open and informative
- c) Prompt and efficient
- d) Streamlined and manageable
- e) Cost-effective

1.2 This charter makes explicit:

- a) Our service commitment to all of our customers.
- b) The level of service required from our staff.
- c) The basis on which customers can provide feedback.

## 2. Information immediately available upon telephone or e-mail enquiry

2.1 SEBTS has a friendly, approachable, knowledgeable and efficient approach to enquiries. We will take the time needed to fully understand your requirements and will be able to supply you with the following information immediately upon enquiry:

- a) Administration and booking procedures.
- b) Training course outline and purpose.
- c) The fee structures, costs and resources associated with the training.
- d) The assessment methods used for qualifications.
- e) The policies and procedures of SEBTS
- f) Health & safety guidelines.
- g) Customer complaints procedure.
- h) Assessment and other appeals procedure.

## 3. Customer Service Statements

3.1 We will aim to:

- a) Respond to all telephone enquiries during our Office hours (Monday - Friday, 9am - 5pm) if we are available
- b) Respond to all recorded telephone messages within 2 working days.
- c) Respond to all verbal, email, website enquiries within 5 working days.
- d) Process candidate information and forward to ITC as soon as is reasonably practicable (within 5 working days)
- e) Forward the relevant certificates to candidates within 3 working days of receipt from ITC provided all invoices are paid in full.
- f) Acknowledge receipt of any appeal within 2 working days.
- g) Investigate appeals in line with our published policy.
- h) Acknowledge receipt of any complaint within 2 working days.
- i) Investigate all complaints in line with our published policy.
- j) Review this policy annually and respond to customer feedback.
- k) In the case of annual leave an answer phone message and 'out of office' assistant will signpost enquiries appropriately.

## 4. Summary details of SEBTS complaints and appeals procedures

4.1 If you wish to make a complaint or appeal the initial best step is to contact our Office directly and ask to speak to the Steve Booth who will be able to deal informally with any issues.

4.2 If you wish to make a formal complaint the first step is to ask for, or download SEBTS Complaints Policy and then make a formal complaint in writing posted to the SEBTS Office address.

4.3 Contact details: Steve Booth 15 St Peter's Crescent  
Kirkheaton, Huddersfield

West Yorkshire HD50EY

Next review due June 2020