



## **CUSTOMER SERVICE CHARTER**

### **Our commitment to our customers**

South East Landbased Training Courses LLP believe that our customers come first, and that you are entitled to expect excellent customer service from us. We strive to give you this by working with you to ensure that our services meet your needs.

We always ask that you complete feedback forms at the end of your course. We constantly strive to make improvements to our products and services therefore your feedback to help us do so is very important. Please help us to make continuous improvements - if you have comments to make about any of our products or services, please contact info@seltc.co.uk or telephone 07752 098849 / 07437 601161 SELTC is committed to equality of opportunity and to a culture that respects difference. We recognise that equality of access to education is crucial in unlocking many significant opportunities in life and believe that it is our responsibility to provide this for our learners.

### **Service Statements**

We provide high quality, recognised and relevant training which develops the skills, knowledge and competence of individuals, contributing to their personal development and the economic growth and development of our local area.

We recognise that we have a clear responsibility to our customers to carry out our duties efficiently and effectively, and to apologise if we get things wrong. We are committed to continually improving the quality and responsiveness of our service, and we constantly work to tailor our service as closely as we can to the needs of our customers.

### **Our commitment to customer service**

We are committed to consultation with customers in order to offer services that are as relevant as they can be. Our excellent Information, Advice and Guidance ensures that our learners are only completing courses which are appropriate and relevant to them.

### **We are committed to being accessible to our customers**

We are available between 9am and 5pm on weekdays, with the exception of public holidays. Email: info@seltc.co.uk or telephone 07752 098849 / 07437 601161. Our offices are also open during these times; we deal with personal callers promptly and courteously.

### **We are committed to responding to enquiries promptly**

We respond to written correspondence – letters, faxes and e-mails within 5 working days, or within timescales previously agreed with the customer. Where a full response is not possible within 5 working days, we send an interim response within 5 working days and a fuller response within a further 10 days or within timescales previously agreed with the customer.

*Business Built on Relationships*



We handle telephone calls promptly and courteously. If the staff member you have called is unavailable, you will be invited to leave a message which will be responded to when the staff member returns to the office.

### **Certification**

We will aim to issue certificates to all learners who have achieved a qualification or course as soon as the following requirements have been completed:

- We have received all required paperwork from the candidate
- The certificate has been issued by the awarding body
- We have received full payment for the course or qualification
  - If there are a number of courses within an agreed qualification, certificates may be held in our office until the qualification has been completed.

### **Replacement Certificates**

We will replace lost or mislaid certificates, on receipt of a request and payment of any charges we may incur on your behalf. We will arrange the replacement of certificates where the wording is incorrect.

### **Customer Compliments, Complaints and Feedback**

Most people go through their workplace learning without ever having to make a complaint and we hope that your learning progresses smoothly with us. However, we recognise that occasionally things can go wrong, and we want you to know that we will endeavor to resolve any complaint you might have.

If you need to make a complaint to SELTC you can find our Compliments, Complaints, Feedback and Appeals policies on our website [www.seltc.co.uk](http://www.seltc.co.uk)

### **Conflict of Interest concerns**

Please advise us of any worries you have that are a "conflict of interest", whether professional or individual, is of concern to you. We will endeavour to avoid any conflict of interest situations arising provided that we are aware that they exist. Please contact our offices as soon as you are aware that a conflict of interest may be evident. Please contact SELTC on 07752 098849 / 07437 601161 if you are concerned that a conflict of interest may exist.

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