

CUSTOMER CARE POLICY

Our aim is to offer high quality training through ensuring customer care is at the forefront of all our services.

Vocational Training Services (VTS) will:

- Make Company information easily accessible
- Provide a welcoming, friendly environment which is easily accessible to all
- Communicate opening hours and how to access all services
- Regularly contact customers for feedback on services provided
- Be honest about what we can do and what we cannot do
- Use customer feedback to help improve the services delivered
- Provide a suitable environment and ensure confidentiality within our offices

VTS Employees will:

- Be trained and competent to deliver our services
- Treat all service users and customers with respect, courtesy and understanding
- Aim to answer all customer queries or know who to refer customers to
- Reply to telephone messages within 3 working days
- Reply to emails within 3 working days
- Reply to letters within 5 working days
- Communicate the different ways to feedback positive, negative and constructive comments to customers
- Report all customer complaints using the correct procedures
- Provide impartial information, advice and guidance

Whilst VTS expect a high quality service from its employees, it is expected that our customers will also support us in providing a high quality service.

VTS asks customers to:

- Treat VTS employees, customers and anyone who is affected by the conduct of VTS with respect, courtesy and understanding
- Respect VTS offices and its equipment
- Provide honest feedback to help VTS improve the services delivered

NOTE: A 'customer' is defined as an individual or organisation who is, has been or potentially could be a user or receiver of any service provided by Vocational Training Services or, in respect of such, is an interested party.