




## Customer Care Policy

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# Customer Care Policy

This document is created by 2020 Safety Training Ltd (*further referred to as, 2020 STL*). Our vision is to be the leading provider of training and consultancy services to multiple industries spread throughout the World. Our passion for excellence in workplace Health and Safety, but more importantly our passion for people, will drive us to contribute to eradicating workplace injuries, occupational illnesses and accidents.

2020 STL has the objective of being the leader in its field, setting high standards in terms of quality, service standards and customer satisfaction and shall be able to demonstrate independence, integrity, impartiality and competence throughout the training and consultancy activities and processes.

## CUSTOMER CARE POLICY

**To support the delivery of the provision at 2020 STL our customer care policy is built around four key principles:**

- Customer Care will be provided in a professional manner across the team by well trained and knowledgeable staff;
- Every employee will give priority to the consideration of the needs of the individual customer, their right to information, to equality of access, to privacy and dignity;
- All of 2020 STL's services will consistently seek to attain a defined and published standard of quality, and our customers will be informed of their course of redress when these standards are not met.

The term "customer" will include colleagues in our own organisation and partner agencies, and we recognise that caring for our customers begins with caring for others who form part of a service chain within the organisation and its partners.

Every person employed by 2020 STL can influence the quality of service, which a customer receives and consequently their perception of the organisation.

It is, therefore, vital to emphasise that the practices, which are set out in this policy, are relevant to everyone. They do not just apply to employees who have face-to-face contact with the public or to senior staff or to other teams providing direct services. Everyone can and must play their part with enthusiasm and commitment.

**The organisation will play its part by:**

- giving customer care a high corporate priority;
- developing corporate values and practices on customer care which are shared across the organisation and communicated effectively;
- setting out the good practice necessary to achieve those values in a way that supports a devolved management culture whilst, at the same time, recognising that we are perceived as one organisation by our customers;

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- encouraging all employees to optimise their use of existing resources in delivering services and customer care;
- providing additional resources, where necessary, to supplement the resources provided by individual services in the development and delivery of customer care; and
- checking in with all its employees to ask how learning sessions are progressing.

## VALUES

**The customer care values that, as an organisation, we all share are:**

Customers are the organisation's most important people. They are the purpose of our work. All customers will be treated equally. All our customers will have fair and equal access to all of 2020 STL's services.

**Every customer is entitled to:**

- a standard of service which is known and agreed;
- be listened to when they comment or complain;
- a sensitive response to their needs;
- a rapid response to their complaints;
- a courteous response to their enquiries; and
- continuous attention by us to their satisfaction.

Our customers will be consulted to learn their views on the services they receive, and, on the way, they are treated as customers. There is a clear and accessible complaints procedure in place.

## AIMS OF POLICY AND PROCEDURE

2020 STL is a small organisation delivering a diverse range of services. It is committed to providing high standards of service, and has adopted this policy to:

- ensure that services are delivered in a caring and professional way;
- act as a framework of reference for staff, customers and partners;
- ensure that staff and partners are fully informed about their roles and responsibilities;
- promote good practice in customer service including service standards; and
- ensure that performance is monitored, and that action is taken to address any problems provide clear guidance on how to deal with customer.

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## CUSTOMER CONTACT AND COMPLAINTS

For complaints, please refer to our Appeals and Complaints Policy.

For contact information, please use contact information at the end of this policy.

## COURSE CANCELLATION

We will always endeavour to run all scheduled and booked training and qualification courses. Should the need arise, the following will be done:

- An offer of refund will be sent each affected learner; or
- Alternative dates will be given to complete the previous booking; and/or
- Support will be given to find an alternative training organisation to fulfill the training needs.

## LEARNER SUPPORT

We will always endeavour to provide you with:

- A user-friendly and supportive application process;
- An assurance of quality in respect of research and processes for training package creation;
- Encouragement to be actively involved in self-education and growth;
- A fair and balanced assessment of your products and work against standards and awarding body guidance;
- A turnaround of certificates from receipt of successful results within as soon as practicably possible;
- Regular meetings between teachers and assessors to ensure of standardised practices for you;
- Qualifications that have been developed with, and have the support of, the appropriate awarding bodies; and
- An assurance that our business is always conducted in a professional manner and offering you best value for money.

## GENERAL SUPPORT

We will always endeavour to:

- Deal with all telephone and e-mail enquiries as quickly as is possible;
- Rectify faults or problems with the E-learning platform as soon as is possible;
- Ensure a respectful, friendly and supportive attitude at all times to everyone visiting and associated with the company, in whatever capacity;
- To respond to a complaint normally within 30 working days;
- Deal with enquiries in relation to results and/or appeals within 30 working days;

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- Listen to and respond positively, in respect of feedback and suggestion; and
- Ensure that the staff and associates of the company are appropriately qualified and fit for purpose.

You can contact us by:

*T: 0044 (0)208 1596190*

*E: [info@2020safetytraining.co.uk](mailto:info@2020safetytraining.co.uk)*

*W: [2020safetytraining.co.uk/contact](https://2020safetytraining.co.uk/contact) (use contact form)*

All enquiries should be made in email via the electronic methods above or in writing to *Company Directors of 2020 Safety Training LTD, 86 Auchanshangan Drive, Saltcoats, KA21 6DS*

It is 2020 STL policy that all enquiries will be dealt in a clear and friendly manner – with no undue delay.

Enquiries will normally be received initially by one of our customer service team on the number above and then, if necessary, transferred to the relevant member of staff.

Please note, whilst we are extremely committed to responding fully to all external enquiries, we are not obliged to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

Review frequency: Annual

Senior Manager: Training and Quality Director