

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

Talented Training 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

Talented Training Staff will:

- Be trained and subject 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 24 hours
- Reply to emails within 24 hours
- Reply to letters within 2 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 we expect a high-quality service from our employees, it is expected that our customers will also support us in providing a high-quality service. Talented Training asks customers to:

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

*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 Talented Training or, in respect of such, is an interested party.*