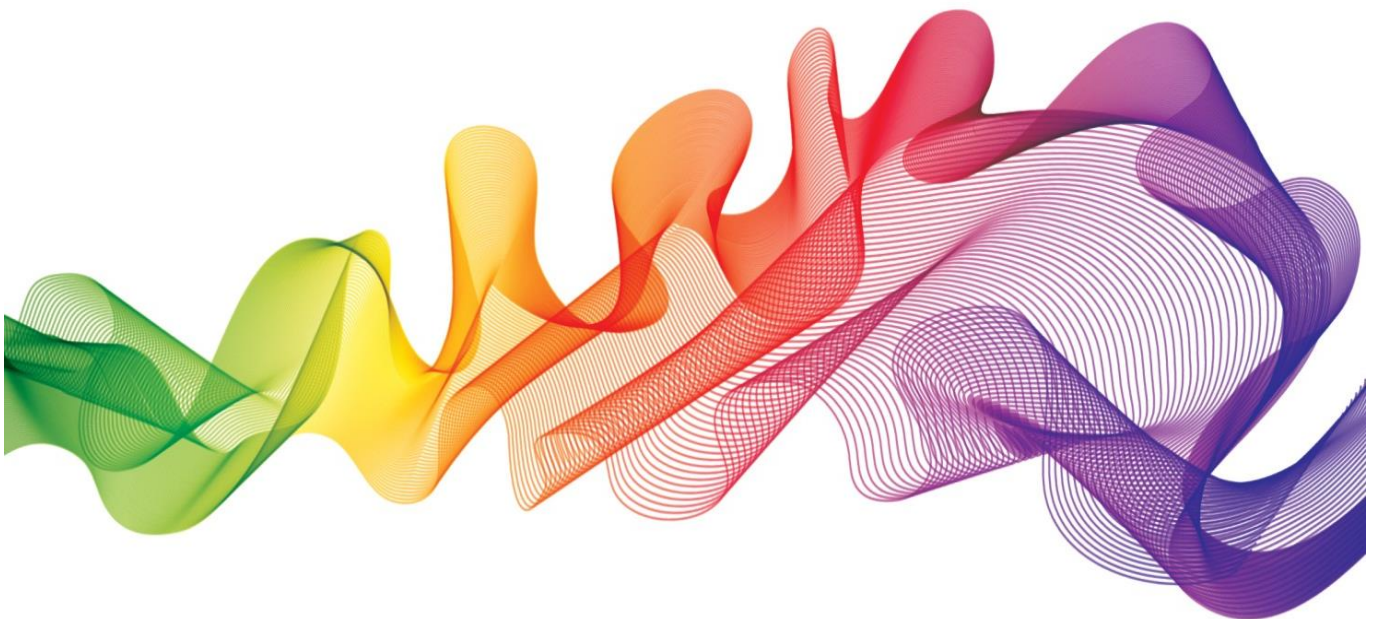


# Customer Service & Feedback Policy



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*Help us to get it right and please tell us when we do*

**1. Policy Statement**

- 1.1 The TTE Technical Institute (TTE) is committed to ensuring learners and employers are provided with the best service.
- 1.2 We aim to provide a service which meets their expectations and that of any of our other customers undertaking training courses and programmes whether through commercial courses, international projects, study programmes or apprenticeships.
- 1.3 TTE like to know when you are pleased with the way we have done things. We also welcome suggestions for improving our services. You can do this at any time either verbally or in writing to any member of staff through the feedback surveys we issue regularly. We often include testimonials in our marketing and publicity material and we appreciate the time you take to thank us for our work.

**2. Aim of the Policy**

2.1 We will aim to ensure that:

- 2.1.1 We offer assistance, information and guidance in a pleasant, professional and friendly manner.
- 2.1.2 We provide information, advice and guidance to allow you to choose the best training option for you and/or your employees.
- 2.1.3 We provide the necessary technical knowledge backed by academic qualification, to enable you to meet your aspirations and goals and that this will be clearly set prior to embarking on any training and development
- 2.1.4 Everyone is treated fairly and equally by all employees and contractors working on our behalf that they come into contact with. Our equality and diversity policy fully explains our strategy and commitment.
- 2.1.5 We are committed to provide an excellent service including interaction with all of our customers and their representatives and to ensure that this is consistent.
- 2.1.6 We review and audit our policies and procedures regularly so that they remain current, suit both the organisations and the customers' requirements and meet the needs and expectations of all stakeholders.
- 2.1.7 We evaluate all of the services, information, advice and guidance we provide including delivery of training by our employees, at regular intervals to continually improve these by listening to what our customers are telling us.
- 2.1.8 Positive comments are communicated throughout the organisation and especially to employee where this has been specific to them.
- 2.1.9 Making a complaint or expressing dissatisfaction is as easy as possible and that we learn from them.
- 2.1.10 We treat any expression of dissatisfaction which requires a response regarding any part of TTE's service or members of staff as a complaint.

- 2.1.11 We treat your concern seriously whether made in person, by telephone, letter, fax or email.
- 2.1.12 We will acknowledge all written complaints within 4 working days of receipt.
- 2.1.13 We will provide a full written response to written complaints within 15 working days. If we need longer to investigate we will tell you when you can expect a reply.
- 2.1.14 We deal with you promptly, politely and where appropriate, informally.
- 2.1.15 We respond in the right way – with an explanation or an apology where we have got it wrong, or we will let you know what action we have taken.
- 2.1.16 Your feedback is treated confidentially.

### **3. Please tell us when we get things right and likewise when we get things wrong**

- 3.1 Unfortunately, mistakes can happen and things don't always go to plan. When this happens, we need you to tell us so that we can put it right and prevent it from happening again.
- 3.2 We are committed to providing a quality service and achieving the highest standards, one of the ways we can do this is by listening and responding to the views of our customers.
- 3.3 Where contractual, refunds will be made should investigation so dictate.

### **4. How do you make a complaint?**

- 4.1 You can make a complaint verbally or in writing. When you contact us please make sure that you give us all of your personal details so that we know how to respond.
- 4.2 Learners on study programmes are provided with details of the college they are enrolled with to allow them to complain direct to the college, should they wish to. Likewise, apprentices have contact details for their sponsor company should they wish to complain directly to their employer.

- 5. If you are unhappy with any part of our service you should contact a member of staff in the relevant business or Compliance department via email [examoffice@tte.co.uk](mailto:examoffice@tte.co.uk)

### **6. What can you do if you are unhappy with the outcome of a complaint?**

- 6.1 We will endeavour to reach an outcome with which you are satisfied. If you are not satisfied with the response you receive, you can write to the Managing Director and ask for your complaint to be reviewed independently.



**Steve Grant**  
Group Managing Director  
November 2017

