

Hampshire Training

First Aid - Customer Charter

1. Overview

1.1 Hampshire Training aims to provide a quality first aid training experience for all our customers. In particular providing customers with a quality service that is:

- a) Consultative and responsive
- b) Open and informative
- c) Prompt and efficient
- d) Streamlined and manageable
- e) Cost-effective

1.2 This charter makes explicit:

- a) Our service commitment to all of our customers.
- b) The level of service required from our staff.
- c) The basis on which customers can provide feedback.

2. Information immediately available upon telephone or e-mail enquiry

2.1 Hampshire Training has a friendly, approachable, knowledgeable and efficient approach to enquiries. We will take the time needed to fully understand your requirements and will be able to supply you with the following information immediately upon enquiry:

- a) Administration and booking procedures.
- b) Training course outline and purpose.
- c) The fee structures, costs and resources associated with the training.
- d) The assessment methods used for qualifications.
- e) The policies and procedures of Hampshire Training
- f) Health & safety guidelines.
- g) Customer complaints procedure.
- h) Assessment and other appeals procedure.

3. Customer Service Statements

3.1 We will aim to:

- a) Respond to all telephone enquiries during our Office hours (Monday – Friday, 9am – 5pm).
- b) Respond to all recorded telephone messages within 2 working days.
- c) Respond to all verbal, email or website enquiries within 5 working days.
- d) Process candidate information and forward to ITC as soon as is reasonably practicable (within 5 working days)
- e) Forward the relevant certificates to candidates within 3 working days of receipt from ITC provided all invoices are paid in full.
- f) Acknowledge receipt of any appeal within 2 working days.
- g) Investigate appeals in line with our published policy.
- h) Acknowledge receipt of any complaint within 2 working days.
- i) Investigate all complaints in line with our published policy.
- j) Review this policy annually and respond to customer feedback.

4. Summary details of Hampshire Training complaints and appeals procedures

4.1 If you wish to make a complaint or appeal the initial best step is to contact our Office directly and ask to speak to the Hampshire Training Director who will be able to deal informally with any issues.

4.2 If you wish to make a formal complaint the first step is to ask for, or download Hampshire Training Complaints Policy and then make a formal complaint in writing posted to the Hampshire Training Office address.

4.3 Contact details:

Hampshire Training, FAO Phil Quill, Hilltop, 49 Clifton Road, Winchester SO22 5BP