


CUSTOMER CARE POLICY

Date effective	Policy review date	Approver
22/01/2024	21/01/2025	Christina Chambers
		



Scope of this Policy

The scope of this policy covers all interactions by persons who are working on behalf of Intertrain UK Ltd whilst in the pursuit of their duties as defined in their job description. Customer care by its own definition indicates a two-way transaction between two or more people and one that involves treating each person with respect. The scope of this policy will include but not be restricted by the ideology of:

- Every employee will give priority to the consideration of the needs of the individual customer, their right to information and the equality of access to privacy and dignity;
- All of Intertrain UK Ltd.'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 both colleagues and external customers.
- Elected members and partner agencies recognise that caring for our customers begins with caring for others who form part of the service chain within Intertrain UK Ltd.

Responsibilities of this Policy

Every person employed by Intertrain UK Ltd can influence the quality of service which a customer receives and consequently their perception of Intertrain UK Ltd.

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 departments providing direct services. Everyone can and must play their part with enthusiasm and commitment.

Intertrain UK Ltd will play its part by:

- giving customer care a high corporate priority;
- customer Care will be provided in a professional manner across Intertrain UK Ltd by well trained and knowledgeable staff; with fair and equal access to all of the Intertrain UK Ltd.'s services.
- 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;
- 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;
- providing customer care training for all of its employees;
- updating information to all its employees to add to their knowledge and awareness of customers and their care;
- regularly monitoring its customer care strategy to ensure that the needs of all its customers are met successfully;
- Providing a clear, accessible process for any customer to comment or complain about any aspect of Intertrain UK Ltd.'s services

Customer Care Values

Intertrain UK Ltd.'s core ethos and original mission statement is '**Commitment to Excellence**'. We are totally committed to developing excellent experiences that encompass a wider range of business opportunities to service local and national training needs. In response to the constant drive for improvement of our customer services, we have adapted our core mission statement to reflect this desire for setting the highest of standards:

'To inspire and empower through our commitment to excellence'

To underpin this commitment to excellence, the below core values have been created so that each person knows how this can be achieved:

Respect

Ambition

Innovate

Leadership

These values support customer care through:

- **RESPECT:** Every customer is entitled to be treated with respect and receive:
 - 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;
 - Continuous attention by us to their satisfaction.
 - There is a clear and accessible complaints procedure in place for every service Intertrain UK Ltd offer.
 - The customer will be given clear information on Intertrain UK Ltd.'s role and services, its standards and customer care policies.
- **AMBITION:** To continuously drive forward the highest of standards, our customers will be consulted on their views in regard to the services that they receive and the way they are treated as customers.
- **INNOVATION:** Continuously seek new ways to improve our services.
- **LEADERSHIP:** Every Intertrain UK Ltd employee will receive training in their area of expertise or indeed, hold the recognised competence to provide the highest customer care in the services we offer.

Signed _____



Dated 22/01/2024