

Education Leeds customer service standards

We will be friendly and helpful. We will listen and deal with enquiries efficiently, promptly and correctly.

We will communicate with our customers in plain English, using terms that are clear and easy to understand.

We will arrange to discuss sensitive or confidential issues in a private room or area, if necessary.

We will arrange for leaflets and information to be made available appropriately in any language, braille, large print, tape or cd.

We will arrange an interpreter for customers, by appointment, if English is not their first language or if they use British sign language.

We will aim to answer the telephone within six rings.

We will welcome and record feedback from customers. We will try to resolve any complaints on the spot. Where this is not possible we will acknowledge complaints within three days and provide a response within 15 working days.

We will acknowledge all emails within one working day and provide a full response as early as possible, but certainly within ten working days.

We will respond to letters and faxes within ten working days. If we cannot provide a full response in this time we will contact the customer to explain why and let them know when they can expect a full response.

We will wear a name badge so that customers know to whom they are speaking.

January 2008