

Customer Care Charter

Introduction

The purpose of HCC Training is to provide education and training of the highest standards. It is our intention that every time you visit us you will have an enjoyable and challenging experience. We have designed this Charter as a public statement of our minimum standards, which we will regularly review and aim to exceed.

We will...

- Keep to our scheduled opening times five days a week.
- Answer the phone promptly and courteously by knowledgeable staff.
- Provide an exciting and diverse programme of activities offering something for all our learners whatever their age or ability.
- Have a senior member of staff available to speak to you at all times.
- Have friendly, helpful and knowledgeable staff who attend regular training, and who are smartly dressed.
- Provide accurate and comprehensive information at reception points on all activities that are offered.
- Provide at least five working days advance notice of changes to scheduled programmes due to planned maintenance, staff training or scheduled closure.
- Aim to reduce waiting times for all customers to five minutes.
- Operate fair and effective booking systems for courses.
- Keep all areas clean with a systematic cleaning schedule, reinforced by regular checks and rapid response to unclean areas brought to attention by customers.

Consultation

We are committed to actively seeking the opinions of the users of our services and those nonuser members of industry and the community who are interested in the services we provide. To achieve these aims, we will undertake a number of activities as detailed below.

We will...

- Annually measure, review and compare our services with other similar providers.
- As the need arises, hold focus group meetings and conduct surveys with specific target groups to ensure we stay in touch with the opinions of specific sections of our service users and the community.
- Aim to positively encourage learners and visitors to the centre to speak there and then to staff about issues with which they are dissatisfied so that positive action can be taken swiftly.
- Every quarter, conduct learner and employer surveys and review these to form action plans to improve our services.
- Provide customer suggestion / comment forms on site.
- Wherever practical, consult our service users prior to introducing new or varying our activities.

Safety and Security

The safety and security of our learners, visitors and staff are of paramount importance.

We will...

- Regularly check and maintain the equipment we provide to ensure that it always meets or exceeds relevant safety standards.
- Ensure that instructors are trained and qualified to standards approved by the Awarding Bodies.
- Ensure that there is always a qualified first aider on site during the opening hours of the centre.
- Control attendance numbers for the safety and comfort of our learners, visitors and staff.
- Check the buildings regularly to meet Health and Safety standards.
- Display emergency evacuation in prominent areas as well as warning notices whenever a potential hazard arises.

Comments and Complaints

All learners, visitors and other service users are encouraged to comment verbally or in writing through the Customer Comments and Complaints procedure. We have listed below our minimum standards which we will regularly review and aim to exceed.

We will...

- Provide customer feedback forms at each activity for you to record your compliments, complaints or comments.
- Complete a form on your behalf if you would rather give your feedback verbally.
- Review and action where required all feedback forms, regardless of whether or not you have requested a response from us.
- Contact you by your preferred method within 5 working days of receiving your form if you have requested a response.
- Investigate your issue within two weeks of receiving your form. If either we need more time to investigate your feedback or require more information from you in order to resolve an issue we will contact you and tell you the planned date that we will finish our investigations.
- Communicate your feedback if relevant to senior management and all members of the staff team so the organisation remains in touch with the concerns of our service users at all levels.
- Use feedback to influence changes to policy and to improve standards of care and service provision for all learners, visitors and staff within the centre.

**More people more training
more often in Hull.**