

A2E First Aid Training

Customer Charter

1. Overview

1.1 A2E First Aid Training (A2E) 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 A2E 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 A2E
- 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 as soon as possible – please be aware that there are times when all staff are training and the office is unmanned
- b) Respond to all recorded telephone messages within 2 working days, excluding holiday periods.
- c) Respond to all verbal, email and 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 2 working days of receipt from ITC where possible 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 A2E 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 A2E manager Cara Allison 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 the A2E Complaints Policy and then make a formal complaint in writing posted to the A2E Office address.

4.3 Contact details:

Cara Allison A2E First Aid Training
 17, Church Street, Hadley, Telford, Shropshire TF1 5RQ
 Tel: 07854 695178 E mail: cara.a2efirstaid@gmail.com

Reviewed Nov 2013 and May 2014.

Next review due April 2015.

Reviewed March 2015.

Next review due March 2016

Reviewed March 2016

Next review due March 2017

Reviewed April 2017

Next review due March 2018

Reviewed Feb 2018

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Reviewed March 2019

Next review due March 2020

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NB change of address from July 2020

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