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## **CUSTOMER SERVICE STATEMENT**

- a) The Business School (UK) Ltd has a set of key values which express how we will work with our customers of all types. These principles apply to all areas of operation and include all our stakeholders.
- b) This statement gives details of the customer service standards that The Business School (UK) Ltd strives to meet at all times, and includes details of how any of our customers or stakeholders may – if they wish – make a complaint, a compliment or a comment regarding the services offered by The Business School (UK) Ltd.
- c) We are, within this statement, also publishing a set of what we consider to be our key performance outcomes and we are committed to ensuring that these are monitored, evaluated and achieved. This process is reflected within our quality assurance policy, procedures and systems, and includes monitoring by our Board of Directors, as well as the implementation of actions plans for improvement.

## **Communicating with our Customers**

The Business School (UK) Ltd aims to:

- a) answer telephone calls within 10 rings during normal working hours
- b) respond to correspondence (paper-based and electronic) within 10 working days of receipt
- c) acknowledge any complaints within 3 working days and attempt to resolve them within 21 working days (though this may take longer for complex investigations) – Complaints and Appeals Policy
- d) handle all enquiries courteously and provide useful and reliable information using the most appropriate method. This includes advice on appropriate courses, career progression and module choice.

## **Processing Orders and Requests:**

The Business School (UK) Ltd aims to:

- a) respond to learner enquiries via telephone or email within 5 working days of receipt
- b) See Registration Policy for details of learner registration
- c) issue results of any assessed work to learners within 2 weeks of submissions being received at any Business School email address or via the VLE
- d) Confirm internal verification results within 3 months of assessed work being judged as complete.



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- e) process candidate appeals against results within 40 working days
  - f) despatch direct orders for resource and printed materials within 5 working days of receipt (subject to availability)

## **Keeping Users Informed:**

The Business School (UK) Ltd aims to:

- a) annually review and publish all its current fee information
- b) provide regular updates about any changes and developments to The Business School (UK) Ltd products
- c) publish guidance on our training provision, including specifications and course outlines via email or our website
- d) ensure that all information The Business School (UK) Ltd sends out to stakeholders is accurate and up-to-date
- e) promote practices and procedures that ensure equality of access to education, training, assessment and achievement
- f) involve users in self evaluation and monitoring processes and procedures, and commit to a principle of continuous improvement based on our quality assurance policy, using plain English and the most appropriate method of communication.

See our Stakeholder Matrix and Communications Plan.

## **Keeping The Business School (UK) Ltd Informed**

If you have any questions, comments or complaints about our service then please tell us - the information that all our stakeholders provide is invaluable in helping The Business School (UK) Ltd to improve its services to all.

The Business School (UK) Ltd Customer Service Team:

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Our website ([www.The Business School \(UK\) Ltd.org.uk](http://www.TheBusinessSchool(UK)Ltd.org.uk)) is continually being updated and developed to provide the latest news of our products and services.