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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 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 our key customer service 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 Directors, as well as the implementation of actions plans for improvement.
- d) As an ISO:9001 accredited organisation, we are regularly audited to ensure our quality management system and outcomes meet all requirements, and this includes monitoring and evaluating stakeholder feedback to identify improvements across all our operations.

## **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 7 working days and attempt to resolve them within 12 weeks (though this may take longer for complex investigations) – see 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 3 working days of receipt
- b) issue results of any assessed work to learners within 2 weeks of submissions being received via the Virtual Learning Environment
- c) process candidate appeals against results within 40 working days – see Appeals against Assessment Decisions Policy
- d) despatch direct orders for resource and printed materials within 5 working days of receipt (subject to availability)



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- e) Despatch received Awarding Organisation certificates within 5 days of receipt – certificates will be sent in protective envelopes, using second class, signed for delivery services.

See Registration Policy for details of learner registration.

## **Keeping Users Informed:**

The Business School (UK) Ltd aims to:

- a) regularly review and publish all its current fee information
- b) provide 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/VLE
- d) ensure that all information The Business School (UK) Ltd sends out to stakeholders is consistent, 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 Policy, using plain English and the most appropriate method of communication.

## **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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Wood Lane  
Staffordshire  
ST7 8PH

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Financial Support –  
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General enquiries Email:  
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Our website ([www.thebusinessschool.uk.com](http://www.thebusinessschool.uk.com)) is continually being updated and developed to provide the latest news of our products and services and our Virtual Learning Environment contains all useful policies and information.