



Customer Charter

1. Overview

Jill Webb Training (JWT) aims to provide a quality training experience for all our customers by providing customers with a quality service that is:

- Consultative and responsive
- Open and informative
- Prompt and efficient
- Streamlined and manageable
- Cost effective

This commitment makes explicit:

- Our service commitment to all of our customers
- The level of service required from anyone working with JWT
- The commitment we ask of from our customers

Our Service Commitment to all our Customers

2. Information immediately available upon telephone or e-mail enquiry

JWT aims to have a friendly, approachable, knowledgeable and efficient approach to enquiries. We will take the time required to fully understand your requirements and will work with you to supply you with the following information:

- Administration and booking procedures
- Training course outline and purpose
- The fee structures, costs and resources associated with the training as outlined in our 'Ways of Working' document
- Any assessment methods used for accredited training
- The policies and procedures of JWT to ensure a safe experience for all

3. Customer Service Statements

We will aim to:

- Respond to all telephone enquiries as soon as possible
- Respond to all verbal and email, website enquiries within three working days
- Process all candidate information as soon as is reasonably practicable
- Forward the relevant certificates to candidates as soon as possible provided all invoices are paid in full
- Acknowledge receipt of any appeal within three working days and investigate in line with the Appeals Policy
- Acknowledge receipt of any complaint within three working days and investigate all complaints in line with the Complaints Policy
- In the case of annual leave, an answer phone message and 'out of office' assistant will signpost enquiries appropriately



Customer Charter - Continued

The Level of Service Required From Associates Working with JWT

Associates working on behalf of JWT are asked to commit to working to the policies and procedures of JWT.

The Commitment We Ask From You

To ensure that the whole group has a positive experience every training session will start with agreed ground rules. We ask that all learners adhere to these rules and take a full part in all sessions.

This policy will be reviewed every three years or earlier if a change in legislation, working practices or feedback from clients or partners necessitates.

This policy was reviewed and updated in August 2023.

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