CUSTOMER CARE POLICY

Efficiency, effectiveness, fairness and courtesy:

- providing a friendly service, showing respect and sensitivity
- treating students fairly - demonstrating our commitment to equality and diversity
- recognising and responding to students' particular needs
- dealing with student requests and enquiries accurately, promptly and efficiently
- respecting student confidentiality
- making effective referrals to other teams or departments
- offering an explanation if we can't answer students' request /enquiry
- making effective use of IT and web services
- establishing service standards and monitoring our performance
- continuing to develop our teams' expertise and skills
- welcoming student feedback

We want a pleasant and safe environment at all our service points: ***please note that we may not be able to help you if your behaviour is inappropriate, abusive or threatening***

Openness and Impartiality

- be honest and open in dealing with students
- discuss any aspect of students' dealings with us
- explain our decision-making procedures

Performance

- monitor and evaluate our performance
- examine the development and delivery of our courses in order to meet the needs of all students
- provide trained staff to ensure quality course delivery

Access and Communication

- make students aware of our policies on refunds, cancellations and complaints procedures through word by mouth and via website
- deal with enquiries as quickly as possible
- respond to all written queries within 24 hours. If we cannot do this, we will write to explain why and advise students when they can expect a full reply
- explain in a precise manner the information requested by them
- use simple clear language in all application forms and information leaflets

Help us to help you

You can help us by:

- Treating all our staff politely and with courtesy
- Making comments, complaints or suggestions about the services you receive
- By letting us know when we do something well
- Using our Questionnaire feedback forms available from the Admin Office at the College

Surveys

We will carry our satisfaction surveys on an on-going basis to better improve our service for the future. We do this via our following feedback forms listed below. Students are encouraged to complete these during their course with GLC.

1. First week induction day feedback (initial survey)
2. Mid course feedback (progress survey)
3. End of course feedback   (exit survey)
4. ISI accreditation questionnaire for students
5. ISI accreditation questionnaire for staff

For further information, please contact Jenny Clark (Director/Principal).

Reviewed: November 2023

Next review: November 2024