



Customer Service & Dealing with Complaints Policy

Version 3

Reviewed – 25/06/2024

Next Review – 25/06/2025

Responsibility: Envisage Managers, Tutors & Assessors

Customer Service Policy

Envisage is committed to the principle of continuous service improvement to satisfy and wherever possible exceed the expectations of our staff, learners, customers and partner organisations.

This commitment will be achieved by the following:

- Ensuring service standards and code of standards are maintained by all tutors and team members
- Acceptance of the need to sustain continuous improvement in all aspects of our business operations
- A commitment to listen and respond positively to our learners and partner organisations
- Undertaking regular review of our operations
- Communicating service improvements and best practice with our tutors and assessors
- A commitment to learning from others
- Ensuring that all course documentation is processed within clearly defined time parameters, which meet the needs of our learners, awarding bodies and partner organisations
- Ensuring that all correspondence is responded to within 5 working days

Customer Service Standards

Envisage is committed to an efficient, responsive and supportive service for team members, learners and partner organisations

The Customer Service Commitment will be sustained by:

- Using clear English in all documents and publications
- Identifying ourselves by name and business when answering telephone calls.
- Meeting our service statements on replying to correspondence.
- Ensuring that all documentation and resources are available in good time for the start of our courses.
- Ensuring that Envisage seeks feedback from learners and partners on its performance
- Sharing student feedback with tutors and agree improvements if required
- Monitoring and evaluation of all internal and external systems for effectiveness.
- Monitoring and evaluation of all tutoring and awarding body feedback.
- Providing appeals procedures for learners that will be processed within clearly defined time parameters
- Providing a responsive and unbiased complaints procedure that will be communicated to all our tutors and assessors
- Ensuring that all complaints are acknowledged within 5 working days and the complainant informed of a resolution or decision within a maximum of 28 calendar days.

Handling Complaints

Every complaint is important to the complainant and will be dealt with sensitively, courteously and effectively. Envisage will ensure that the following guidelines are adhered to by managers, tutors and assessors when dealing with any concerns and/or complaints:

Managers, staff, tutors and assessors should note that:

- If someone is upset, angry, unhappy and requesting to make a complaint, the issue or issues are important to them
- They should listen to the problem and remain courteous
- They should clarify the situation

- They should not be defensive or try to justify what has happened or apportion blame
- Team members should try to agree alternatives (if there are any)
- Team members should try to agree a way forward and what action will be taken
- Team members should follow up within required timeframes
- Complaints and the experience of dealing with them, should be shared with the partners so that best practice and action learning can be achieved

Related Documents

- Complaints form available as required [see this policy and Office 365 course folder].
- Learner Evaluation form [see course folder] for use at the end of each course.
- Appeals form [see Appeals Policy and course folder]

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