

## **Community Learning and Development**

### **Our Customer Service Standards**

- Treat you with respect, courtesy, fairness and good manners
- Ensure that a helpful friendly staff member gives their name when they greet you
- Answer telephone calls within 3 rings or answer-phone
- Return your telephone messages within two working days
- Deal with your enquiry within three working days
- Give accurate information in an impartial way
- Consult and listen to you about the quality of our service to ensure that we meet your needs as we strive for continuous improvements
- Deal with your complaint within three working days of receiving it