



www.trainingtrust.org.uk

CUSTOMER CHARTER

This charter has been developed by the Training Trust (WFCCTT) as a direct result of our continued commitment to maintaining and improving the relationship with customers and clients on all programmes.

Commitment to Quality

- The Training Trust offers a high quality service to all our customers.
- If for any reason you feel that you have not received a high quality service, please speak to our Administration team and your query will be logged and responded to within 48 hours.
- The Training Trust strives to offer you the best possible solution to meet your needs and requirements. If you feel we could improve our service, please speak to your Tutor, Liaison Officer or any member of the Training Trust support team.
- Alternatively you can log your suggestions/concerns (anonymously if preferred) by submitting an email on our website on the 'Complaints' link at the bottom of the home page.

Our Commitment to YOU

- We are committed to providing an efficient, transparent and effective service across all programmes.
- Your Tutor, Liaison Officer or Assessor will always be punctual, professional and render a cordial service.
- We aim to offer confidential, impartial information, advice and guidance across all programmes.
- We are also committed to providing assistance and support as and when required, within the confines of our working hours.
- If The Training Trust cannot help you, we endeavour to find an appropriate agency who can.

Statement of Customers Rights

- You have the right to be treated with courtesy and respect throughout your relationship with us.
- You have the right to privacy in your dealings with The Training Trust and to have your confidentiality and confidence preserved to the extent permitted by law.
- You have the right to complain about our services and staff as laid down in the complaints and appeals procedure. This is issued at the learner induction, at company sign up and is also available on request.

Your commitment to us

- We as an externally funding business support agency, have to complete specific paperwork and we kindly ask you to provide us with accurate and up to date information
- We also ask you to be honest and open in your dealings with us.
- We ask you to provide any information that has been requested within agreed timescales.
- We ask you to inform us if you are unable to do this or if your circumstances or plans change.
- We ask you to ensure that you meet the targets that have been mutually agreed.
- We ask you to attend scheduled appointments and meetings and should there be a need to postpone or cancel an appointment you provide us with a minimum of 24 hours notice.
- We ask that you treat our staff with courtesy and respect.
- We ask you to provide feedback on our services to assist us with improving our services to you our customer.

The Training Trust is committed to actively monitor Equality & Diversity for all learners and we strive to provide an environment that is free from discrimination, harassment and victimisation. All learners are treated with respect and dignity, and the needs of minority and disadvantaged groups are responded to with sensitivity, empathy and support.