

# Customer Service Policy

Sept 2021

Version 1

## 1. Scope

This policy applies to all staff at Expanse Learning

## 2. Statement of Intent

Expanse Learning is committed to providing a proactive and responsive quality service across all its provision.

**We aim to put our customers' needs at the heart of everything we do and in doing so we will;**

- listen to you
- respond promptly
- respect our students, clients, employers and partner organisations
- Respect the confidentiality, privacy and security of your information
- Treat you fairly
- Strive to deliver services and programmes you want, when you want them, where you want them and, in the way, you want them
- Provide services that are fully inclusive and responsive to individual needs
- Ask you for feedback
- If we can't help you, we will advise you of someone who can

As an organisation we will strive to get it “**Right First Time**” “**Every Time**” but in the event we do get it wrong we are committed to ensuring rectification and resolution are our number one priority.

## 3. Monitoring arrangements

This policy will be reviewed every 12 months but can be revised as needed

### Impact of non-compliance:

<b>Staff:</b>	Disciplinary action, Support Plan.
<b>Student:</b>	Not applicable
<b>Legislation/organisational:</b>	Reputational damage, litigation, statutory and non-regulated compliance
<b>Compliance lead:</b>	Quality
<b>Policy Reference:</b>	ELGR-POL-ORG-009
<b>Version:</b>	1
<b>Agreed policy location:</b>	DatabridgeMIS and Company Website
<b>Does the policy require Governor approval?</b>	No

### Approval

<b>Prepared by</b>	<b>Approved by</b>	<b>Counter Signatory</b>
Karl Wane 01/09/2021	Tony Brown 01/09/2021	Richard King 01/09/2021
		
Director of College	CEO	Director of Schools, Pre 16 Education

### Version Control

<b>Version</b>	<b>Date</b>	<b>Revision</b>	<b>Review Date</b>
1	01/09/2021	Policy Reviewed	31/08/2022
2			
3			
4			
5			