



TAMESIDE COLLEGE

CUSTOMER CARE POLICY

1. POLICY STATEMENT

We are committed to ensuring that all our customers are satisfied with the programmes, services and facilities we provide. We will ensure that our customers are able to express their views on their experience of the College in order that appropriate levels of customer satisfaction are achieved – Suggestions, Compliments and Complaints.

To fulfil this commitment, the College Charters will publicise the standards we will set ourselves, and we will review them on an annual basis in order to develop a 'Customer First' ethos throughout the College. The on-going training and development of staff will be a major contributor to the implementation of this ethos.

We will deal with people - their suggestions for improvement and complaints about any aspect of our programmes, services or facilities - effectively and efficiently within published timescales. This includes Higher Education, the College will meet the requirements of the QAA codes of practice in particular Section 5 Academic Appeals and Student complaints on academic matters.

We will publish information annually on suggestions, and complaints in addition to any compliments received, through to the College Corporation.

2. POLICY CONTEXT

This policy and associated procedure applies to all staff, activities and functions because it encompasses all aspects of provision and services, which affect our customers. Specifically, the purpose of the policy is to ensure a pro-active and co-ordinated approach to the management, maintenance and review of standards as set out in our Charters. As such, there must be a close relationship to the College Mission Statement, Strategic Plan and other supporting documentation, including:

- Customer Care Procedure
- College Equality Duties
- QAA codes of practice
- The Quality Assurance Manual
- Wider Review
- Learner Voice and Student Survey Outcomes

Along with the Quality Policy, the Customer Care Policy underpins other College policies.



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3. LOCATION AND ACCESS TO THE POLICY

The Customer Care Policy and supporting policies and documents are available via Share Point on the College Network.

4. PERSON RESPONSIBLE FOR THE POLICY

Vice Principal, Quality and Services to Learners

5. POLICY STATUS

Written by:	Leon Dowd
Approved by:	Senior Leadership Team
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