

## Standards of Service

2017

### Introduction

These are the standards of service you can expect from Steve Willis Training from the first time you contact us to the end of your training

### Enquiry response

- We will provide course dates and can secure your booking when you first contact us
- If you do not wish to make a booking, we will send out the information by the end of the next working day at the latest
  - We will contact you by the end of that day if this cannot be achieved
- If your enquiry requires more than standard information we will tell you and agree with you when it will be answered
- The response time will be the same whether you contact us by phone, website enquiry or email

### Telephone Enquiry Standards

- Our office hours are 0800 – 1730 Monday to Friday
- When you ring during office hours we will aim to answer your call within 2 rings
- Outside office hours you will be directed to our answering service
- We will respond to messages left on our answering service during the next working day

### Email Enquiry Standards

- We will answer email enquiries within 24 hours of receiving them – our aim is to respond within 4 hours
- If we cannot provide a full answer within 24 hours, for example if your enquiry is complex, we will email you to let you know when you can expect an answer

### Enquiry follow-up

- We will ask you how you wish to be contacted, and follow up in this way – if you want to be emailed, we'll email you
- We will follow up your enquiry within 3 working days to confirm you have received the information

## Meeting demand

- Courses in high demand will run at least once per month – our aim is that you should not wait more than 4 weeks from your initial enquiry to attend a course.
- This does not apply to courses scheduled to meet external examination dates
- If courses are oversubscribed, we will run additional courses to meet demand whenever possible

## Certification

- Once we have received everything we need from you, we will aim to process requests for certificates within 7 working days and guarantee to process requests within 10 working days.
- To process requests we need to have received all the required documentation including photos, NI numbers etc, plus payment in full for your course

## If we are not meeting your expectations

- Email our Sales Manager Lizzie Dodson – [lizzie@stevewillis.com](mailto:lizzie@stevewillis.com)
- Call the office on 01444 870860 and ask to speak to the Sales Team
- Contact Steve Willis – [md@stevewillis.com](mailto:md@stevewillis.com)

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