

Standards of Service

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
- Call the office on 01444 870860 and ask to speak to the Sales Team
- Contact Steve Willis – md@stevewillis.com

V2 12/17