

CUSTOMER SERVICES POLICY

This policy is designed to enhance the student learning experience in the following way:

By explaining how we will promote customer service excellence at Coatbridge College, ensuring our customers receive the highest quality service provision by placing them at the heart of everything we do.

CUSTOMER SERVICES POLICY

1. Coatbridge College is committed to providing a high quality learning experience for all customers. This approach is driven by the College's mission statement "to offer high quality, enterprising lifelong learning opportunities which are accessible to and meet the needs of individuals and organisations within the communities we serve".
2. The College is committed to continuous quality improvement with a focus on the customer. This is underpinned by a culture, which exhibits both transparency and accountability.
3. All our staff operate within a culture of positive and effective support for customers of the College. All staff have a responsibility for considering the student/customer as the central focus of all activity and will act in a professional and courteous/polite manner at all times.
4. The College recognises that each customer is an individual and is committed to meeting their needs. It is also committed to making them feel valued. The College's commitment to Customer Service is reflected throughout its policies.
5. The College is committed to meeting the needs of its customers in the context of equality, inclusiveness and access. The College is in particular committed to meeting its responsibilities under the Race Relations Amendment Act, the Disability Discrimination Act, the Data Protection Act and the Freedom of Information Act.
6. The College will seek the views of its customers on the range of services it offers through the operation of an annual cycle of surveys/questionnaires.
7. The College seeks to maintain the active involvement of appropriate external representatives within its Board of Management and Sub-Committees.
8. The College operates a system for identifying, and responding to, both suggestions and complaints from its customers.
9. The College is committed to listening to the views of its customers and empowering them to contribute to improving the quality of the College's provision. To this end, each course nominates a class representative who has a place on the course team. A student representative is annually elected to sit on the College's Board of Management.
10. The College has a framework of student support to assist our students. This aims to address the reality that there is no clear dividing line between personal and academic support needs. The framework seeks to encompass a range of customer services that are pastoral, academic and financial in nature. This helps to embed the provision of

extended learning support to respond to the diverse needs of our students.

11. Coatbridge College is committed to ensuring that each student receives the best possible service and we are anxious to respond to any problems quickly and remedy any issues or concerns as soon as possible. To this end, the College operates a Student Complaints procedure, details of which are available from the Student Support Services section or via the College intranet.
12. Customers can also submit any feedback/suggestions/complaints via a form available from all College Reception areas, by letter, facsimile, email, telephone or in person. All complaints will be acknowledged within 5 working days and a more detailed response provided within 15 working days. More detail is provided in the separate Customer Complaints procedures.

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