

OUR CUSTOMER SERVICE CHARTER

- We will always offer a welcoming and professional service.
- We will treat you fairly, delivering services without prejudice or bias, respecting your confidentiality and the trust you put in us.
- We will communicate with you clearly and make it easy for you to communicate with us. We will consult you regularly, welcome your involvement and act on your feedback wherever possible.
- We will review and publish our service standards annually and be accountable for our performance.

Handling your enquiries

- > We aim to resolve 80% of your general enquiries when you first contact us.
- > We will only refer your enquiry to another named member of staff should this be absolutely necessary.
- > We will make sure you know who is handling your enquiry at all times.
- > We will tell you who is dealing with your specific enquiry and how long it is expected to take.
- > We will contact you when we promise to.
- > We will advertise the availability of our services.

When you phone us

- > We aim to answer at least 80% of all phone calls within five rings.

When you write to us (letter or email)

- > Should you require a written response to an enquiry, we will acknowledge it immediately and keep you informed of progress. You will receive a response within 10 days.
- > We will automatically acknowledge receipt of College e-mail enquiries and respond within 5 days.



Personal visits

- > Our Reception areas will provide services that are easy for all our customers to access.
- > When you visit us we aim to provide an appointment for any general enquiry within 5 working days and to see you within 5 minutes of the time agreed.



Concerns and complaints

- > We aim to respond promptly to any concerns you raise about our service.
- > If we make a mistake we will apologise and do our best to put things right.
- > We will respond to complaints according to our published policies.

To help us, please will you:

- > Provide us with the information we need to help you.
- > Inform us of any personal circumstances which may affect any services that we provide to you.
- > Let us know if you are unable to attend any appointment on time.
- > Tell us if we have not delivered a service to your satisfaction, and also when we have exceeded your expectations.

Welcome to Coatbridge College

We are delighted to be able to share our Customer Service Charter with you.

At Coatbridge College we aim to give the highest standard of customer care to all members of our diverse community.

We are committed to providing quality services which meet our customer's needs. We are continually improving our services and the ways you can access them.



John Doyle

John Doyle
Principal & Chief Executive

Can we help?

- > We are continually improving access to our services and increasing the ways in which you can contact us.
- > You can contact Coatbridge College by telephoning 01236 422316, but there is a dedicated phone number for course information and general entrance requirements which is 01236 436000.
- > We publish updates on our services and performance on our website: www.coatbridge.ac.uk

Would another format help?

- > Please ask in Reception or contact us at the number shown below should you require a copy of this leaflet in large print.
- > Telephone: 01236 422316
- > E-mail: mail@coatbridge.ac.uk >

Address:

Reception
Coatbridge College
Kildonan Street
Coatbridge ML5 3LS



Coatbridge College is an equal opportunities provider

www.coatbridge.ac.uk



Coatbridge
College

Customer Charter

