

## Customer Care Charter

### Introduction

We are committed to continuously improving the standards of service we offer to all our external customers. This Charter is a public expression of that commitment and sets out the standards of service you can expect from us, what to do if something goes wrong and how to make contact.

### Our commitment to you

We are committed to:

- Treating you with honesty, openness and respect in line with our values.
- Providing you with a consistent, co-ordinated and proactive service, where our staff help resolve enquiries or problems and take personal responsibility for them.
- Responding to your communications with us quickly and effectively.
- Providing you with access to clear and accurate information, advice and guidance to ensure that, as far as possible, your needs are met and your decisions well-informed.
- Providing opportunities for you to easily give us feedback.
- Continuously improving our service to you.

### When visiting us you can expect

- All staff who deal directly with customers to wear identifiable badges.
- To be greeted in a friendly, professional and courteous manner.
- Our premises to be safe, accessible, clean and presentable.

### When contacting us you can expect

- All our communications to be jargon-free and easy to understand.
- That we will try to give a full answer to your enquiry the first time you contact us.

### By telephone

- That we will answer calls as quickly as possible and identify ourselves by name.
- That if we are not available by telephone, give you the option to leave a voicemail message, and respond to this message promptly, aiming to get back to you within one working day.
- That, if applicable, you will be informed as to the person and department you are being transferred to.
- That we will call you back on the date and time agreed.

### By written and digital communications:

- That we will respond to emails, letters and posts on our corporate social media pages as quickly as possible, aiming to acknowledge receipt within:
  - one working day for email and social media posts
  - five working days from the date we received your letter.
- Where further information is required, we will provide an update and advise you on timescales for a full response.

### Your commitment to us

- To treat others with courtesy and respect.
- To abide by the standards in our Student and Employer Charters.
- To tell us if there is a problem so that we can help.
- To give us feedback so that we can improve our service to you.

## Measuring our performance

We are working hard to ensure that the right systems and measures are in place to tell us where we are doing well and where we need to improve. We will use a number of different ways to measure how we are doing, including customer surveys and focus groups, mystery shoppers, customer feedback and internal / external inspections. We will report regularly on how we are doing via our website, student and staff intranets and annual report.

## Customer feedback

We always welcome and value feedback. If you have had a positive experience from a particular service or member of staff, or have any suggestions for further improvement, please tell us by visiting [www.bedford.ac.uk/haveyoursay](http://www.bedford.ac.uk/haveyoursay) or [www.tresham.ac.uk/haveyoursay](http://www.tresham.ac.uk/haveyoursay)

## When something goes wrong

We aim to provide the highest possible standard of service, however we recognise that in any organisation things can occasionally go wrong. We hope that you never have cause to make a complaint but, should it become necessary, our Complaints Policy is designed to ensure that your complaint is dealt with promptly and effectively. A copy can be obtained from the downloads section of our websites, by emailing [haveyoursay@bedford.ac.uk](mailto:haveyoursay@bedford.ac.uk) or by writing to the Quality Department, The Bedford College Group, Cauldwell Street, Bedford MK42 9AH.

After exhausting the Group's internal complaints procedure, if you are still dissatisfied with the outcome you can complain to the Skills Funding Agency (the government agency responsible for overseeing the performance of further education colleges) or the Office of the Independent Adjudicator (the independent body responsible for reviewing complaints against higher education providers). Further details on how to contact them can be found in our Complaints Policy.

## How you can contact us

### Bedford College

- By email [info@bedford.ac.uk](mailto:info@bedford.ac.uk)
- By telephone 01234 291000
- Through the website [www.bedford.ac.uk](http://www.bedford.ac.uk)
- By writing to Bedford College, Cauldwell Street, Bedford MK42 9AH

### Shuttleworth College

- By email [enquiries@shuttleworth.ac.uk](mailto:enquiries@shuttleworth.ac.uk)
- By telephone 01767 626222
- Through the website [www.shuttleworth.ac.uk](http://www.shuttleworth.ac.uk)
- By writing to Shuttleworth College, Old Warden Park, Biggleswade SG18 9DX

### The Bedford Sixth Form

- By email [info@bedfordsixthform.ac.uk](mailto:info@bedfordsixthform.ac.uk)
- By telephone 01234 291291
- Through the website [www.bedfordsixthform.ac.uk](http://www.bedfordsixthform.ac.uk)
- By writing to The Bedford Sixth Form, Bromham Road, Bedford MK40 2BS

### Tresham College and National College for Motorsport

- By email [info@tresham.ac.uk](mailto:info@tresham.ac.uk)
- By telephone 01536 413123
- Through the website [www.tresham.ac.uk](http://www.tresham.ac.uk)
- By writing to Tresham College, Windmill Avenue, Kettering NN15 6ER