

## **Customer Service Policy Statement**

Falltricks Academy is committed to improving our customers' experience through listening to comments and feedback, helping customers efficiently, in a friendly manner, and by achieving the service standards detailed below

### **Customer Service**

Our opening hours are from 9am to 5pm Monday to Thursday. During that time, we will deal with your enquiry promptly. We will respond to emails and letters within 3 working days of receipt and acknowledge complaints within two working days.

Falltricks will also resolve your complaints, or you will receive an action plan informing you of progress, within 5 working days, and we will ask you for your feedback on our customer service

Falltricks is committed to providing Quality Training and Assessment leading to City & Guilds, VTCT and BIIAB in NVQ's

Hairdressing / Barbering Level 2 / 3

Customer Service Level 2 / 3

Business Administration Level 3

Functional Skills at Level 1 / 2

End Point Assessment

**More information on complaints and quality assurance can be found on Falltricks website along with our Equality Opportunity in Access to Qualifications and Assessment Policy.**

**For further information and specific details on any of these statements please contact us on 01708 728054**