

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 and VTCT in NVQ's and VRQs

Hairdressing / Barbering Level 1-2 -3

Content Creator level 3

Functional Skills at Level Entry3-1/2

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