# Customer Service Charter

Inspire Education Group

## OUR COMMITMENT TO YOU

At Stamford College our mission is to enable learners to maximise their potential through outstanding teaching, learning and training.

We aim to provide a high quality accessible service in a caring, respectful and inclusive environment to all our students, staff and visitors.

## WE WILL DO THIS BY...

- Safeguarding and promoting the welfare of all students, staff and visitors
- Delivering a co-ordinated, efficient and effective service in a polite, respectful and courteous manner
- Ensuring that confidentiality and privacy is respected at all times and used in accordance with relevant legislation
- Endeavouring to ensure that all our buildings are accessible and our service areas are safe and clean
- Responding promptly and helpfully to your enquiries through our phone and website
- Apologising when we get things wrong and tell you how and when we will put things right. If you are unhappy with any aspect of our service, complaints and appeals procedures are in place.

## IN RETURN, WE ASK YOU TO...

- Treat our staff and facilities with respect, be courteous and polite
- Provide the information we need to deliver our services effectively
- Ask us to explain anything you are not sure about