

# Customer Care Policy

## Introduction

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Serco Education is committed to providing all our customers with exceptional standards of customer care. We aim to meet your needs with efficiency, effectiveness, fairness and courtesy by:

- Providing a friendly service, showing respect and sensitivity
- Treating you fairly – demonstrating our commitment to equality, diversity and inclusion
- Recognising and responding to your particular needs
- Dealing with your requests and enquiries accurately, promptly and efficiently
- Respecting your confidentiality
- Making effective referrals to other team members
- Offering an explanation if we cannot answer your request / enquiry
- Making effective use of IT and web services
- Establishing service standards and monitoring our performance
- Continuing to develop our team's expertise and skills
- Welcoming your feedback

Serco Education is committed to ensuring that customer service excellence is integral to the planning, resourcing and delivery of all its qualifications. These standards will ensure that all sections of our diverse multi-cultural community, including those with special needs, are not excluded from any area of service delivery. The purpose of this policy is to ensure that whenever customers have contact with Serco Education, they will receive consistently excellent standards of customer service.

## General Enquiries

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We offer a helpdesk to support learners, employers, facilitators, coaches and other interested parties. All enquiries will be dealt with promptly answered during the initial contact with a member of our team.

### Telephone enquiries

All phone calls will be answered within five rings. You will be greeted courteously with the team member advising you of their name as part of the initial greeting.

Phone calls will be answered during the office opening hours of 0830 to 1700, Monday to Friday. Voicemails left out of hours will be responded to within one working day.

All team members will be fully trained to deal with customers.

### Written correspondence

We will respond to all email enquiries within 24 hours of receipt.

We will respond to all enquiries in writing within 2 working days.

If we are unable to fully respond to your enquiry within 2 working days, you will be informed immediately and advised of the action that will be taken, e.g. enquiry transferred to a senior member of staff or the relevant Programme Manager.

All responses (email and letter) will detail the following information:

- Name and job title
- Company address
- Contact e-mail address and telephone number

### **E-mail enquiries**

Enquiries via the following email addresses will be responded to within one working day:

- [sbmpartnership@serco.com](mailto:sbmpartnership@serco.com)
- [cmdaschools@serco.com](mailto:cmdaschools@serco.com)
- [sbpa@serco.com](mailto:sbpa@serco.com)
- [taa@serco.com](mailto:taa@serco.com)
- [employability@serco.com](mailto:employability@serco.com)
- [safeguarding.educ@serco.com](mailto:safeguarding.educ@serco.com)
- [simdenco@serco.com](mailto:simdenco@serco.com)
- [Sercoprovider.support@serco.com](mailto:Sercoprovider.support@serco.com)
- [learningcentre.info@serco.com](mailto:learningcentre.info@serco.com)

### **Website enquiries**

Enquiries received via [www.serco-ese.com/serco-education](http://www.serco-ese.com/serco-education) or [www.leadershiplearningcentre.com](http://www.leadershiplearningcentre.com) will be responded to via one working day.

### **IT Enquiries**

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In the event of any issues with the Serco Education website or the Leadership Learning Centre, please contact Serco Education on 01452 341829 or email [learningcentre.info@serco.com](mailto:learningcentre.info@serco.com) and we will attempt to resolve any issues immediately.

In the event of the website being unable without notice, we will expect the issue to be resolved within 24 hours of it being first reported.

### **Feedback**

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It is our intention to be courteous, respectful and responsive to the needs of our customers, providing a quality of service that meets or exceeds their expectations. We are sensitive to our learners with additional learning needs, and provide practical assistance wherever possible to ensure that our services remain free from discrimination. If there are any comments or concerns regarding our service delivery, we want to hear them and will use them to further improve our services. We provide a variety of opportunities for our learners to submit their opinions during programme delivery, or you can email us at any time.

Our Programme Managers regularly review this feedback, collating and disseminating the information within the information to ensure that we continually improve our services.

## Reasonable Adjustment and Special Considerations

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A “reasonable adjustment” helps to reduce the effect of an impairment or difficulty that places the learner at a substantial disadvantage in an assessment situation.

Serco Education is committed to the equal and fair assessment of all its learners. As part of this, we are prepared to give special considerations to those in need of enhanced access during assessments and make any reasonable adjustment we can, within the constraints of budgets and practical feasibility.

Our *Reasonable Adjustment and Special Considerations Policy* sets out the procedures that learners and facilitators should follow when implementing reasonable adjustments and special considerations and is accessible on our website ([Serco Education \(serco-ese.com\)](https://www.serco-ese.com))

## Dyslexia Policy

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Serco Education is committed to supporting learners as they work toward fulfilling their academic, professional and personal potential. Learners on our courses come from diverse backgrounds and have a wide variety of previous educational experiences. Many of them have additional needs and impairments, including dyslexia and as an inclusive organisation, we strive to meet the needs of our learners.

Our Dyslexia Support Policy outlines the process of getting support if you have dyslexia or another Specific Learning Difficulty (SpLD) and is accessible on our website ([Serco Education \(serco-ese.com\)](https://www.serco-ese.com)).

All Serco Education assessors follow our *Guidance for Dyslexia Considerate Marking*.

## Making a Complaint

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If you are unhappy with any aspect of service you have received, please let us know as soon as possible. In the first instance, any concern or issue should be raised with your facilitator, coach or a member of our programme teams who may be able to resolve the situation immediately. If this is not possible, or does not resolve the issue, please refer to our formal *Complaints and Appeals Policy* available on our website ([Serco Education \(serco-ese.com\)](https://www.serco-ese.com)).

- We encourage all customers to use feedback mechanisms available to provide suggestions to improve the service
- Serco Education will inform customers when actions have been taken based on suggestions for improvement
- Serco Education will have systems in place to log, acknowledge, process and respond to complaints
- Serco Education will keep records on each complaint indicating as a minimum:
  1. the nature of the complaint,
  2. the date received by Serco Education
  3. the date responded to by Serco Education
  4. the remedy and any action required to prevent recurrence

- Serco Education will ensure that all records, papers, correspondence, notes of telephone conversations and face-to-face meetings regarding individual complaints, are readily available and easily accessible.
- Serco Education will perform an annual formal audit of the procedures and performance associated with customer care and produce a report with recommendations for improvements based on the evidence acquired.

## Data Protection

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Serco Education takes its data protection and privacy responsibilities seriously. Please refer to our Privacy Policy ([Serco Employment, Skills and Enterprise - privacy policy \(serco-ese.com\)](https://serco-ese.com/serco-employment-skills-and-enterprise-privacy-policy)) for details on how Serco Education collects, uses, discloses, holds and safeguards your personal information when you visit our website and/or submit a query to us.