

Customer Service Statement

The Language Partnership works to the following principles.

High quality

- ✓ We aim to deliver excellence in the level of service we provide you. We will always deal with any enquiries with a high degree of professionalism.

Timely

- ✓ We acknowledge your e-mails **within one working day**. Where an enquiry requires more detailed research we will outline a clear timeframe.
- ✓ We always look to answer your calls. If we are not available we will call back at the **earliest opportunity**.
- ✓ We operate an **out of hours contact line** if you have an urgent issue and you need to contact us outside of normal office hours. (*Office hours are 8.00am to 6.00pm*).
- ✓ If convenient to you we will call you as we believe this is often more effective than e-mail.

Transparent

- ✓ We will always communicate with you in **plain, simple English**. Where we do use terms to do with teaching or examinations these will be clearly explained. We never assume you have background knowledge in relation to any question.
- ✓ Where possible we try and put **detailed information on our website**, to pre-empt any questions you may have. **Frequently asked questions** are available on our website in English and French.
- ✓ All **contact information** is clearly published on the website.
- ✓ Our **published price list** is available by e-mail on demand.

Your feedback

- ✓ Your feedback is important to us. We ask for detailed feedback at the end of each course.
- ✓ Customer feedback will be published on the website every three months.

Dealing with problems

- ✓ If you have a problem we will work with you to find a solution.
- ✓ If your problem is serious we would ask you to address it by e-mail to toby@thelanguagepartnership.com. An initial response will be provided within one working day.