



Customer Service Charter

At ST*R Learning we wish to reflect how highly we value you as a customer by providing the very best customer care. We want you to see that we have your interests at the heart of our business, that your contact is meaningful to us, and that we also want you to enjoy working with us.

Our Customer Service Mission is:

'You will be amazed by our empathy, energy and expertise'.

Everything we do is geared around making your contact with us as pleasant and professional as we can.

To make this happen, we promise you that:

- * We will deal with all communication courteously and accurately.
- * We will provide you with reliable and up to date information.
- * We will respond to all correspondence within 10 working days of receipt.
- * We will resolve any complaints within 10 working days of receipt.
- * We will offer you support and advice.
- * We will provide you with information about our products and services in the format and at the frequency that you request.
- * We will look hard at how we can use environmentally friendly ways to deliver our services to you.

On the following pages we have listed some specific examples of what we promise to do when we are in contact with you. It is not complete, and we are always looking to improve, so your suggestions would be really welcome.

Contacting us:

We always invite feedback on our training and consultancy services; we would also welcome feedback on your experiences with us as a customer. If you have any comments or ideas on how we can improve our service, please contact us at:

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Our Customer First Standards

This list is not exclusive, but we want to show you what we mean by putting you first:

	Contact Point	Service Standards	'Plus Ones'
Marketing	Our Literature	Simple language	Sent only to the right people – no mass-mailings Minimal use of jargon
	Website	Easy to load Easy to navigate Comprehensive Accessible	No pop-ups No flash Free downloads
Sales Office	Your Enquiry	Acknowledged within 24 hours	You will have a personal note with a named contact – no automated replies.
	Pre-sales discussions	We will always ask for a one-to-one meeting to make sure we really understand what you would like. We will agree scope, outcomes, duration, target delegates, and phasing. We will also agree on what your enquiry is NOT about – and we won't try to sell you that.	No hard sell It's all about you, not us. It's about changing behaviours and skills, not about lecturing and information download. If we think we are not the right people, we'll tell you – and point you in the right direction.
	Proposal	Clear language Comprehensive Clear pricing We give you choices	No hidden extras – ever .
Accounts	Receipt of Invoice	Paid within agreed terms	Micro businesses paid as soon as possible on receipt of invoice.
	Queries	Acknowledged within 24 hours	Simple and straight-forward handling of your concern.
Delivery	Training	We supply all equipment except where this has been agreed with you beforehand. We'll leave the venue as we'd like to find it.	Your people will gain more from this than they expected. We'll encourage transfer of learning to the workplace where it makes a real difference. You'll find it enjoyable.
	Coaching	Confidentiality is guaranteed Fully-trained coaches Adherence to Professional Code of Ethics	We always ask for a tripartite session at the start Telephone and e-mail support freely given No-fault divorce on first meeting if you don't think the coach is right for you.
	Feedback	Comprehensive analysis within 48 hours of our receipt of the feedback forms	We'll talk to you about any concerns we or your delegates may have..