



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 the process!

To make this happen, we promise that:

- * We will deal with all communication courteously.
- * 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 provide you with information about our products and services in the format and at the frequency that you request.
- * We will promote practices and procedures that support equality of opportunity and access in employment, education and training.

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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