

Our Customer Charter

This Charter explains in clear and simple terms our relationship with you; and what you can expect from us. Positive Options aims to offer a high level of service and customer satisfaction, we are constantly reviewing the products and services that we offer and how we work to ensure that we are maintaining the highest possible standards that are supportive of and responsive to the needs of our customers.

The company has set a number of standards for dealing with **every** customer.

CONTACTING US

When you contact us we will:

- Be approachable, helpful and considerate;
- Treat you with courtesy and politeness;
- Listen to and understand your needs; and
- Treat all of our customers equally.

You can contact us in person, by phone, email, letter or fax. Our office is open from 9am to 5pm Monday – Friday.

- We aim to answer 95% of all telephone calls within four rings, for calls outside of Office hours an answer machine is utilised, all messages received will be responded to within the next working day.
- When we greet you we will give the name of the company and the person you are speaking to and ask how we may help you.
- If the person answering your call cannot help you immediately they will either forward your query to an appropriate other, or will indicate to you, who will be contacting you and when this is likely to happen.
- If you contact us by email or fax we will respond within one working day either to supply the requested information or to inform you of action taken; for example, if your request has been forwarded to an appropriate other for their action.
- If you contact us by post (requests for general information) we will respond to you within three working days, where specific information/clarification is requested this will be forwarded to an appropriate other for their action.
- We endeavour to support you flexibly by working in ways that are most appropriate to meet your needs, as outlined in the 'Service Plan' that we agree with you in advance; for example, it is possible for us to provide services outside of our usual office hours.

STANDARDS OF SERVICE

- We regularly undertake a range of surveys to help improve our services, we would appreciate your help and responsiveness with this process and would welcome any comments that you may wish to make.
- We will always welcome and take account of the views of every customer regarding our standards and how and where they may be improved.
- You will have a named person within our customer care team who will be your primary contact point.
- You will have a specific Service Plan that reflects your unique requirements and bespoke needs, whether this is training or other services that we offer. We will agree methods of support and jointly review our working relationship at regular intervals.
- We will continuously review what you the customer gets as part of your Service Plan; in this sense from time-to-time we will develop initiatives that offer 'added value' as part of the commissioning process. Sometimes added value will be particular to you the customer and sometimes it will be something that all our customers can benefit from.
- All our fees are available upon request; there are no hidden or add on costs.
- We aim to complete and post all relevant documentation, certification where this is appropriate, and invoices by no later than fourteen days from the completion of each training event.
- We aim to get things right first time, but if we get it wrong we want you to feel comfortable about challenging us and telling us what you think.

To support this Charter and our commitment to customers you may be interested in reading about:

Our Values - click [here](#) to find out more.

Seeing how we measure up to our values. To read about what people who have used Positive Options say about us – click [here](#).

Positive Options is committed to continuous learning and quality and service improvement methods. In October 2009 the Company was awarded the prestigious *Investors in Excellence Standard*.

Click [here](#) to visit the Investors in Excellence website and to learn more about the Standard and the Investors in Excellence Award.