

Customer Care Policy Statement & Standards

INTRODUCTION

iPET Network 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 delivery. The purpose of this policy is to ensure that whenever customers have contact with iPET Network they will receive consistently excellent standards of customer service.

POLICY STATEMENT

This statement provides the rationale and specific elements of the policy on Customer Care and related issues.

iPET Network Statement

iPET Network recognises that excellent Customer Service must be an integral ingredient in the delivery of high quality services. There is the straightforward moral reason that high standards of customer service are worthy goals for any organisation but in addition there are the following benefits:

Economic - Dealing with dissatisfied customers is expensive.

Conditions of work - Staff job satisfaction is considerably enhanced when Customer Service Standards are high.

Business stability Keeping customers is generally easier than getting new ones

iPET Network is committed to continually raising standards of Customer Service. The quality of Customer Care and response to issues raised by customers are the key elements of delivering best value in a service industry.

iPET Network WILL ENSURE THAT:

- iPET Network Customer Care Policy is implemented providing a cost effective, high quality, user-friendly, efficient service.
- Customers understand the complaints procedure and can use it freely as desired.
- It provides measures of customer satisfaction levels through sampling and other means
- Customers are not bothered unduly by collection of information and data from them

In particular:

- The main point of contact for a Training Provider is the named Account Manager. The preferred method in the first instance is E-mail or call the Account Manager directly.
- The fee structure is readily available to customers
- We aim to respond to 100% of all customer enquiries within 24 hours and 60% within 1 hour of receiving them by E-mail during office hours.
- We aim to respond to 100% of enquiries by standard mail or fax within 10 working days.
- All issues raised by the customer will be acknowledged and responded to within the correspondence.
- We aim to always have an employee of iPET Network answer the telephone providing immediate direct contact during office hours.
- iPET Network telephones will not be left unattended during office hours 9-5pm Monday – Friday.
- iPET Network answer phones/voicemails will only be used to ensure that telephone calls do not go unanswered.
- Recorded messages from iPET Network answer phones will be audible, accurate, appropriate and provide an alternative contact number or details
- Answer phone/voicemail will give the caller an option to leave a message whenever practicable.

- We aim to reply to requests about reasonable adjustments within the time scales stated and to give a decision within 24 hours unless additional information is required.
- We aim to fit visits to Training providers to the needs of the Training Provider rather than the needs of the Account Manager.
- We aim to reduce bureaucracy associated with administration to an absolute minimum and invite Training providers and Tutors to make suggestions to improve our procedures.
- We provide training and a practical guide for staff on how to deal with customers.
- All iPET Network staff are expected to be able to deal directly with customers to the required standards.
- iPET Network staff will be customer focused, courteous, competent, and committed to resolving enquiries as quickly as possible providing any further information that might be useful even if not directly related to the initial enquiry.
- All iPET Network staff must be aware of the Complaints Policy and understand in broad terms it's operations
- All iPET Network staff will aim to resolve all concerns raised by the customer immediately and informally before the matter becomes the subject of a formal complaint
- All iPET Network staff will inform the customer that if the informal resolution is not to their satisfaction, the customer may make a formal complaint and explain how to do this and what to expect. See Enquiries and Appeals Policy and Complaints Policy for procedures.
- Our policy is in the English language only.

Fees

Fees related to iPET Networks products and services are provided on the iPET Network website.

Document Control

Document Name: Customer Care Policy

Document Number: P41

| Date of review | Version Number | Correction Reason |
|----------------|----------------|-------------------|
| | 1 | |
| 02/11/2023 | 2 | Annual update |