

CUSTOMER CARE POLICY

TCR Training Limited is committed to delivering training that is totally customer focused. This philosophy is underpinned by our Customer Care Policy, which is shown below.

Customer Care training is seen as an extremely important part of our own staff induction.

At the heart of this commitment is communication: honest, open and timely. We place the highest emphasis on respect for our purchasing customers and work in partnership with them to achieve agreed goals.

Underpinning this commitment is our culture of valuing our staff and Trainers: they are the keystones of our company's policies and facilitate the delivery of our training programmes to fully meet our customer requirements.

Our website provides a wealth of information ensuring that key information is always to hand.

We place great importance on the valuable feedback we receive via the course evaluations, trainer reports, and meetings with our customers'.

Customer Care Policy

TCR Training Ltd aims to provide a professional service to satisfy our customers' requirements for quality, delivery and price expectations.

To achieve this, our objectives are to:

- Establish customer needs and perception of training services.
- Customise our training services to ensure they are designed, produced and delivered to meet our customer requirements efficiently.
- Provide customers with effective and innovative solutions to their staff training and development problems.
- Facilitate a teamwork approach with all involved parties to ensure client expectations are realised.
- Provide information and financial systems as appropriate to requirements
- Provide communication links and systems at all appropriate levels in order to maximise responsiveness and co-operation.
- Seek to minimise disruption to customers in the performance of training delivery
- Facilitate training reviews to improve quality and delivery of service with the aim of developing continuous improvement to all added value aspects.

Reviewed May 2011.