

Customer Care Code of Practice



ABERDEEN COLLEGE®

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- 1.0 Aberdeen College is committed to treating all our customers fairly, with respect and with sensitivity, demonstrating our commitment to equality of opportunity.
- 2.0 The College's overarching approach is one of "No Barriers to Learning": thus our services will be provided within a context and environment which enables and promotes lifelong learning for our community.
- 3.0 While respecting the particular and specific needs of our customers, we aim to provide accurate and impartial information, advice and support services to all who require them. The College recognises that all members of staff share the responsibility for fulfilling the College's commitments made to its customers, and to facilitate this the College provides a range of mandatory courses for all staff, including Customer Care training for all full time and part time Teaching and Support staff.
- 4.0 The College recognises that each customer is an individual, and is committed to meeting the study needs of each individual and to making them feel valued. The College's commitment to meeting these needs is clarified in a range of policies. The following policies can be accessed through the College website and can be downloaded if required:
 - Complaints Policy
 - Information, Advice, Guidance and Support Policy
 - Inclusiveness Policy

Other College policies are available from the College on request.

- 5.0 Aberdeen College is committed to ensure that each student receives the best possible service and we are anxious to respond to any problems quickly and remedy any defect as soon as possible. Customers can submit a complaint via a Complaints Form available at all College Reception areas, by letter, facsimile, email, telephone or in person. All complaints will be acknowledged within 5 working days and a more detailed response provided within 15 working days. More detail is provided in the separate Complaints Policy.



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- 6.0 The College endeavours to provide a safe and secure environment for all College users. CCTV cameras are used on all main College sites together with 24 hour security guard cover. Reception, security and janitorial staff all use two-way radio communication as well as email.

The College recognises the need to facilitate the needs of customers and operates extended opening hours to 21.00 hours Monday to Thursday, 17.00 hours on Friday and 13.00 hours on Saturday. The College is closed on Sunday. Closing times will differ during holiday periods.