



www.safeheartstraining.co.uk

Customer Service Statement Introduction

Welcome to the Centre that prides itself on its dedication to delivering qualifications that exceed expectations. We understand that our learners' needs may change throughout their journey towards qualification, and we are committed to adapting our services to accommodate them. Our instructors and associates are continually updated on good practices to provide you with the highest quality of customer service possible.

At our Centre, communication is key. We believe in maintaining professional, equal, efficient, and consistent contact with our learners. You can trust that we will answer all telephone calls within three rings; if that's not possible, we'll get back to you as soon as possible. Additionally, we aim to acknowledge all correspondence within one working day, and any complaint will be addressed within two working days.

We encourage all our learners to ask questions and raise queries at any point in their qualification process. Our prompt responses to queries will ensure that you receive all the information you need to achieve your qualifications. As changes arise in the delivery of examinations and qualification requirements, we promise to keep our learners informed to ensure smooth operation procedures.

Lastly, we understand the importance of certificates as proof of your qualifications. We promise to request replacement certificates within 14 working days, so you receive copies no later than 20 working days after your request.

At this Centre, customer satisfaction is our top priority. We hope that you will trust us to guide you towards success with our excellent customer service.

Thank you for choosing our Centre!

Sincerely,

Safe Hearts Limited

Tel: 01785 532 219 E: info@safeheartstraining.co.uk