



ACADEMY OF LEARNING LTD.
CUSTOMER CHARTER

Academy of Learning Ltd. are committed to delivering training to a high quality and meeting our customers' expectations.

- We are committed to ensuring the health and safety of our learners.
- We are committed to equality of opportunity, promotion of diversity and give safeguarding of our learners the highest priority.
- Academy of Learning will offer impartial advice to learners and enquirers to compliment our commitment to the promotion of life-long learning.
- Our service will be delivered within mutual and pre-agreed timescales
- The topics and content will be agreed in advance to meet the identified training and development needs.
- Customer satisfaction will be measured and evaluated to ensure quality of service.
- Our staff will comply to the Academy of Learning code of behaviour and will respect the rights of learners, their confidentiality and comply with all government legislation.
- Academy of Learning will in return expect learners to communicate any anticipated changes to the agreed course of learning and communicate any concerns that they may have with regard to the training delivery in order that any concerns can be overcome.
- Academy of Learning information can be requested in various formats, please just ask.
- Learners should endeavour to notify Academy of Learning of any appointments which have to be cancelled as well in advance as possible.
- Any issues or concerns should be directed to either Ms Linda Mockford - linda@academyoflearning.co.uk, or Ms Helen Andrews – helen@academyoflearning.co.uk, 01279 877902. Academy of Learning Ltd, Parklands Business Centre, Stortford Road, Leaden Roding, Dunmow, Essex. CM6 1GF.
- Academy of Learning promise to respond to any issues or concerns within 5 working days of receipt of the contact/correspondence.