



Functional Skills ICT Assessment

Level 2 - Exemplar candidate work

'Customers'

What you as a customer can expect from us when you make an enquiry

We will:

- ◆ provide accurate and clear information.
- ◆ tell you what we can or cannot deliver.
- ◆ be attentive, friendly, polite, considerate and professional at all times.
- ◆ use plain English, avoid jargon and technical terms.
- ◆ arrange for a translator if English is not your first language.
- ◆ try to make arrangements that meet your needs if you need special help.
- ◆ ask you what you think about how we have performed.

How to Enquire

<p>Enquiries made via our website</p>	<p>Our website www.??? is the best place to find information about our services. We make sure that information on the site is accurate and up-to-date. There are some self-service facilities to make it easier for you to do business with us.</p>
<p>Enquiries made by email</p>	<p>We will acknowledge receipt and, where possible, reply to your e-mails within one working day, or we will let you know when you can expect a full response. If the person you need is out of the office you will receive an email response advising you when they will be available and who to contact in the meantime if your enquiry is urgent.</p>
<p>Telephone enquiries</p>	<p>Our telephone enquiry lines are open from 8.30am to 5.00pm, Monday to Saturday. We aim to answer your call promptly, usually within 30 seconds. At busy times we will tell you that you are in a queue and how long you can expect to wait.</p>
<p>Enquiries made by letter</p>	<p>We will respond to enquiries made by letter within five working days. In most cases this will be a full response but if the issue will take longer to investigate or resolve we will let you know when you can expect a full response.</p>
<p>Enquiries made in person</p>	<p>The reception desk at our offices is the place to start. The staff there will put you in touch with a person who can help you.</p> <p>If we cannot help with your enquiry we will do our best to give you the details of an organisation or person who can.</p>

CUSTOMERS ARE IMPORTANT TO US

When you deal with us we will

- ◆ **try to be helpful, courteous & knowledgeable**
- ◆ **listen carefully to what you say**
- ◆ **keep our promises**
- ◆ **deal with any complaints efficiently**
- ◆ **try to get it right first time.**

We care about you...

