

SOUTH EAST ENTERPRISE CLIENT CARE AND COMPLAINTS POLICY

STATEMENT

South East Enterprise is committed to ensuring that high standards of client service are a feature of its business support activities

Clients having contact with South East Enterprise (SEE) should receive a consistent service with attention to their needs.

Clients receiving a service of information, advice and guidance or training can expect SEE staff to respond in an efficient manner. They can also expect SEE staff to provide a professional service with a helpful and empathetic attitude.

COMPANY POLICY

SEE delivers a range of business support services to a diverse range of customers across South East London and beyond. Client Care in these services will be provided by the following types of process:

Enquirers

Enquirers can expect to have any service query dealt with promptly, with many completed during the initial contact with a member of staff. All enquiries will be responded to within 2 working days. All forms of written response will be despatched to the client within 2 working days of receipt of their request. Enquirers can expect that SEE will monitor how effectively it handles enquiries and seek to improve the service customer's experience.

Course Participants

Clients wishing to attend SEE webinars and courses can expect to have their booking processed within 2 working days. They can also expect to receive clear joining instructions and reminders in advance of a webinar or course. On attending a course/webinar, participants will be provided with clear instructions, hospitality and a comfortable training experience. They can expect that their feedback on webinars/courses will be collected and acted upon. All course materials will be provided in a clear and professional manner.

Advice clients

Clients receiving an advice service can expect the specific nature of the support available to them to be confirmed by their adviser. They will be provided with clear information on who to contact should they have a query or a complaint. Advice sessions will be delivered as scheduled. Advisers will provide clear and impartial

advice. Clients can expect that their feedback or complaints will be acted upon by the appropriate manager.

Where a client wishes to make a formal complaint SEE has a Complaints process. All SEE staff have been briefed on the Complaints Process and its operation.

MAKING A COMPLAINT

In the first instance any concern or problem should be raised with a member of staff who may be able to resolve the situation immediately. If this is not possible or does not resolve the issue the client should adopt the formal procedure of submitting a complaint in writing.

Written complaints should be made to:

The Director, South East Enterprise, Royal Arsenal Gatehouse, Beresford Square, London, SE18 6AR.

They can be emailed to tg@seenterprise.co.uk

SEE will acknowledge receipt of a complaint within 5 working days, and to respond, detailing the actions to be taken within 15 days of receiving the written complaint.

Following the resolution of the complaint SEE will review the processes and procedures to identify changes, staff training or communication that would improve the processes and customer service.

Staff action

Staff receiving a concern raised by a client, or a formal complaint should ensure that the concern or complaint is recorded as per the *Customer Complaints Procedure*.

This Customer Care Policy lays down the expected level of service clients can expect. SEE will strive to continue to deliver effective and helpful services, those services will also be regularly reviewed in order to ensure continuous improvement.

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