

## Learner Care Policy

- The organisation is committed to treating all our customers with fairness, respect and sensitivity.
- The organisation's overarching philosophy is one of 'no barriers to learning', so our services will be provided within a context and environment which enables and promotes lifelong learning opportunities for all.
- Recognising and respecting the particular and specific needs of our customers, the organisation aims to provide accurate and relevant information, advice and support services to all who require them.
- The organisation acknowledges that all members of staff share the responsibility for fulfilling the organisation's commitments to its learners.
- The organisation recognises its commitment to meeting the educational and training needs of the individual learner while making each feel valued and respected.
- The organisation is committed to dealing with requests and enquiries accurately, promptly and efficiently, publishing timescales where appropriate and regularly monitoring our performance against the published standards.
- The organisation respects customers' confidentiality by holding information securely and not releasing it to unauthorised persons or organisations in compliance with Data Protection regulations.

- The organisation is committed to customer satisfaction  
In the event that a customer's requests or queries cannot be met, a full explanation will be offered.
- The organisation welcomes customer feedback on our services and encourages suggestions for development and improvement.
- The organisation is committed to ensuring that every customer receives the highest possible standard of service and will respond to any problems quickly to remedy any deficiencies as soon as possible. More detail is provided in the specific "Comments, Compliments Complaints Policy.