



Customer Service Policy

March 2007

1. Introduction

Red Lemon Training Concepts are committed to developing an open, responsive and accountable relationship with all those who come into contact with the organisation. This Charter sets out the standards which customers are entitled to expect when working in partnership / dealing with us.

2. About us

The company was established in 2006 by its three principal Directors, Jon Dutton, Stephen Brown and Louise Tideswell and is headed by our Director of Training and Development, Heidi Lovely.

Red Lemon are a new educational training company offering solutions in both work based skills and vocational qualifications. Red Lemon provides innovative training based on real life practical knowledge gained from delivering similar roles ourselves. We won't tell you what you already know but we will support you to develop and grow your knowledge and skills.

Red Lemon's initial client base is within the Children and Young People's Services pastoral sector. It provides a customised learner led approach, enhancing workforce remodelling strategies, complimenting current Government legislation such as 'Every Child Matters', and enabling all to maximise their potential.

Red Lemon also offers a diverse range of sport led training opportunities from a practical, development and regeneration perspective. Bespoke packages are available for individuals, clubs, local authorities and governing bodies.

2. Values

Our core values are both simple and clear.

We aim to provide quality throughout and strive to pay attention to detail in all of our delivery. Our client liaison is something we pride ourselves in and we do this through both mutual respect and trust.

The key words that encompass the ethos of Red Lemon are :-

- Fresh
- Engaging
- Honest
- Confident
- Inspirational
- Energetic
- Contemporary
- Accessible
- Unorthodox

3. Our Primary Customers are :-

- Local Education Authorities
- Schools
- Regeneration Agencies
- Sports Governing Bodies
- Local Businesses
- Further Education Colleges
- Local Authorities
- Individuals undertaking courses
- General public

4. Key aims of the Customer Charter

- To provide a professional and approachable service to the many customers who contact us with queries, views and complaints. We regard all of our customers as valued clients.
- Add value to customer contacts with Red Lemon by promoting the services we offer and communicating our vision.
- Develop new ways of communicating with our customers through innovative use of our website – www.redlemon.org.uk and greater use of email.
- Work with all divisions and sectors within the Red Lemon to ensure that a high level of customer service is being offered and that our customer's views are being reflected back into the organisation.
- To improve awareness of the means of contacting Red Lemon, particularly through the publicising of our website address www.redlemon.org.uk
- To increase overall public interest, participation and awareness of pastoral education / learning opportunities and their impact.

5. Staff Conduct and Response times

Our policies in relation to these customer issues are set out below.

a) Staff Conduct

Red Lemon staff will act in a courteous and responsive manner in all matters relating to customer issues. If an issue cannot be resolved by the staff member, they will take responsibility for ensuring that it is escalated to their Line Manager.

b) Response Time

Written correspondence will be acknowledged within two working days of receipt, and if a full reply cannot be given within that period, due to further information being required, a comprehensive response will be made within ten working days.

Emails and telephone messages will be acknowledged within one working day, and if further information is required, a comprehensive response will be made within ten working days, provided that full contact details are given as part of any message.

6. Complaints Procedure

Any comment or complaint about our procedures and practices in relation to customer issues, and whether we are meeting these to the satisfaction of our customers, can be addressed to any of our Directors.

Jon Dutton: Director

jon.dutton@redlemon.org.uk: 07920 096455

Stephen Brown: Director

stephen.brown@redlemon.org.uk: 07920 096454

Louise Tideswell: Director

louise.tideswell@redlemon.org.uk: 07904 193293

We aim to resolve all complaints within seven working days. All complaints will be logged to help us to track trends and provide data for systems analysis and improvements.