



Initial Client Support Policy and Procedure

March 2007

1. Introduction:

Red Lemon Training Concepts aim to provide an outstanding Training Solution for all identified or potential clients. Client Support is paramount from the initial contact.

2. Initial Support Commitment:

Red Lemon Training Concepts aim to ensure that :-

- Every potential client / candidate will receive a prompt response
- All Red Lemon Training Concepts Members operate in a professional, courteous and respectful manner at all times
- The Director of Training and Development is available to answer any concerns

3. Initial Support Procedure

- On receipt of a completed application form in electronic or paper format, contact will be initiated within 24 hours by the Director of Training and Development. This contact will be made via email or telephone
- A formal written response will be sent to the potential client/candidate within 48 hours of initiating contact. Any supporting documentation will be included
- The Director of Training Development is always available via email or telephone to answer any queries.

All of the above is in accordance with Red Lemon Training Concepts Client Services Charter.

Signed:

Date:

Director: