

Crown Medical Training

Customer Care Statement



Office of the Chief Executive

At Crown Medical Training we respect our customers. We believe that you are entitled to the highest standard of service. We will actively seek your views about the services we provide and will respond effectively to complaints.

From the first time you contact us our Customer Care Policy comes into place. Our experienced team will respond to your request with courtesy and will endeavour to put you first. Our trained staff members will be polite, friendly and helpful in dealing with your enquiry or problem. We will ensure that all issues will be dealt with by a Manager of the Company.

At Crown Medical Training we will ensure:

- that you have easy access to any policies and procedures which are necessary in order to deal with your enquiry, issue or complaint.
- that your telephone call will be answered with five rings
- that your email correspondence will be answered within two working days
- that your postal correspondence will be answered within five working days of receipt
- that we treat you with respect and courtesy at all times.

Issued by Order of the Chief Executive 1st November 2008.

