

Textile Centre of Excellence



Customer Feedback Form

As a major conferencing, research and training facility, we are dedicated to providing a high standard of customer service. The most effective way of promoting the Textile Centre is to ensure that all of our clients are respected, assisted and supported whilst with us at the Centre or working with our representatives off-site. Whether your time with us is as a conferencing guest, a learner, a provider or as a guest via a third party, we endeavour to provide the high standard of service you would expect.

In order to ensure that we maintain our high standard of service we follow a procedure, within our quality assurance policy, entitling all clients to provide feedback. We will respond to all feedback within five working days and, positive or negative, we will let you know what changes have been made to ensure that the positives are being encouraged and negatives are phased out.

Positive feedback can be given if anything you have experienced has had a positive impact. This could be the easy parking, the greeting you receive, the catering or the general all – round customer service. When we receive positive feedback it helps us to promote the positive aspects of the Textile Centre and helps us to understand what is valuable to the client.

Negative feedback can be given if you are not happy with the service that we provide. We will regard this as a customer complaint and treat it as a priority until the issue is closed. There are certain issues that we may not regard as complaints, if this is the case we will tell you.

Feedback Process

Every organisation looks to provide a high level of service but sometimes the level at which they are hoping to offer is not what the client is experiencing. In order to bring these two perspectives into line, customer feedback is vital.

Step 1

Feedback received We will confirm receipt of your feedback within 3 working days of receipt of the completed form.

Step 2

Feedback processed We will tell you who is dealing with your feedback and will usually offer a full response within 10 working days.

Step 3

Response generated If you are not satisfied with the response we will ask an independent senior manager to investigate and report back to you with their findings.

Step 4

Case closed If your feedback is accepted the area/service involved will integrate changes to the relevant procedure to ensure that the positives are being encouraged and the negatives are phased out.

If you are not satisfied with how your feedback is being dealt with at any time during the process, you can contact the Managing Director directly.

QR113

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INVESTOR IN PEOPLE



Tel: (01484) 346500

Fax: (01484) 346501

Email: r.axe@textile-training.com

Web: www.textilehouse.co.uk

Huddersfield & District Textile Training Co Ltd, subsidiary Huddersfield Textile Training Ltd
Registered in England, Company Numbers: 3485552 & 3481670 VAT Reg No: 399 4093 00

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Customer Feedback Form			
Date of visit			
Date feedback given			
Name			
Company Name (If applicable)			
Home address			
Postcode			
Telephone Number			
E mail address			
Preferred method of contact (please circle)	Telephone	E mail	Letter
Nature of feedback (please circle)	Compliment	Comment	Complaint
Details of feedback <small>Please give as full an account of the feedback as possible, including dates and names of staff involved at the time. Also give details of any comments given in writing or verbally at the time.</small>			
<small>Please continue on additional paper if required.</small>			
For office use only: Stage 1 <div style="text-align: right; padding-right: 20px;"> <i>Date received by TCoE</i> <i>Allocated to</i> <i>Date of initial response to client</i> <i>Date of final response to client</i> <i>Allocated OFI number (if appropriate)</i> </div> Stage 2 <div style="text-align: right; padding-right: 20px;"> <i>Date allocated to senior manager</i> <i>Name of senior manager</i> <i>Date of response by senior manager</i> </div> Stage 3 <div style="text-align: right; padding-right: 20px;"> <i>Date reviewed by Senior Management Team</i> <i>Date of response to customer</i> <i>Date closed</i> </div>			