

Able Training and Consultancy
Customer Charter

We aim to -

1. Ensure you receive clear and accurate course information, including defined outcomes
2. Provide you with well designed and resourced training courses
3. Use instructors/tutors with appropriate skills and experience
4. Provide you with a high standard of customer care
5. Seek and act on your feedback
6. Respond to all your enquiries efficiently
7. Maintain appropriate health and safety standards and records
8. Have appropriate insurance cover for all services provided
9. Comply with equality and diversity guidelines and the Disability Discrimination Act
10. Adhere to the Data Protection and Freedom of Information Acts
11. Have a complaints procedure

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