

Customer Services Charter



Brighton Holistics

**Registered and Accredited College for the Federation of
Holistic Therapists, Guild of Holistic Therapists & The
Complementary Medical Association.**

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Why do we have a Customer Service Charter and what is it?

Brighton Holistics is a small family run business and we aim to provide good quality services for all Clients and Students. We aim to offer “quality and value for money services, defined by the needs of the client or student, delivered in an efficient and responsive manner” and our objectives of:

- Providing services which reflect clients and students needs.
- Efficient, accessible and responsive services;
- Standards of excellence in the delivery of all our services;
- Value for money and continuous improvement in what we do.

This Customer Service Charter sets out the standards of customer service you can expect from us when contacting Brighton Holistics by telephone, by letter, by e-mail, through our web- site or in person. If you feel that we are falling short of these high standards, please let me know.

Standards of Customer Service you can expect at all times, we will:

- Treat you fairly and with respect;
- Do our best to help you;
- Offer a friendly and polite service and be sensitive to your needs;
- Deal with your letters, phone calls and visits to our offices promptly;
- Let you know how quickly we can take action;
- Provide easy-to-understand, useful information and keep you up to date about the services we provide;
- Deal with your feedback positively and quickly;
- Keep your details confidential, as far as possible;

When contacting us by telephone during office hours we will:

Return your phone calls on the same day you asked us to, or if this is not possible, within one working day.

When writing to us we will:

- Send an acknowledgment for all letters/emails that we cannot respond to within 2 working days;
- Let you know when you can expect a full reply if we cannot reply within 5 working days;
- Make sure we use language that is easy to read and understand;

When sending us an e-mail we will:

- Reply within 2 working days when you e-mail our customer enquiry e-mail address through our web-site
- Make sure we use language that is easy to read and understand;



Data Protection and Freedom of Information

- If you ask for access to your personal information, as defined by the Data Protection Act 1998, we will respond within 40 days.
- If you request information under the Freedom of Information Act 2000, we will respond within 20 working days.

Equal Opportunities

In accordance with the Equal Pay Act 1970, the Sex Discrimination Act 1975, the Race Relations Act 1976 and the Disability Discrimination Act 1996, it is the Company's policy not to discriminate on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, age, marital status or disability.

This is the Health and Safety Policy Statement of Brighton Holistics



Our statement of general policy is:

- to provide adequate control of the health and safety risks arising from our work activities;
- to consult with our employees on matters affecting their health and safety;
- to provide and maintain safe plant and equipment;
- to ensure safe handling and use of substances;
- to provide information, instruction and supervision for employees;
- to ensure all employees are competent to do their tasks, and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions; and
- to review and revise this policy as necessary at regular intervals.

Please also note that Brighton Holistics is a no smoking facility.





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