

Our VTI Ltd Customer Charter



Our customer service charter outlines the commitments and promises we have made to deliver a quality of customer service to all our customers. It outlines from the outset what you can expect from the services we provide.

We are committed to putting you first and giving excellent customer service. That's why we promise to:

- Deliver quality, accessible services that meet your needs.
- Be friendly, polite and professional, **putting you first**.
- Give you accurate and comprehensive information.
- Ensure maximum cleanliness, comfort and security.
- Providing a prompt and efficient service within 5 working days
- Actively seeking and responding to your feedback on how we can improve your experience
- Delivering quality products and services on equitable terms
- Creating a diverse community that respects everyone and the environment
- Working with you to keep you safe and secure
- Actively supporting the local community in which we live and work
- Providing accurate and up to date information
- Resolving customer[student/trainers/parent] complaints fairly and consistently and within publicised timescales

We will invite you to **provide feedback** on the experiences of our services in order to demonstrate that we are delivering the level of

service as promised in our charter. Methods used to gain this insight will include the feedback from student coordinators meeting monthly; feedback survey monthly and disclosure obligation

Because

-we take customer service seriously and are committed to ensuring that you receive an excellent level of service and

- to ensure that the commitments we make continue to reflect the needs and expectations of our customers.

Our charter will be reviewed on an annual basis

For information regarding our Compliments and Complaints procedure, go to vti @intnet.mu