



## **Service Level Agreement for Generic Customer Service**

### **Bolton College Aims**

Our aims are set out in the College's Strategic Framework and are:

1. To be outstanding in all we do
2. To be highly responsive in meeting the needs of individuals, businesses and communities in Bolton
3. To provide excellent service to our customers and colleagues
4. To be financially stable with the ability to invest in the future

### **Bolton College Customer Service Objectives**

- 3.1 To be the first choice provider of education and training in Bolton
- 3.2 To ensure we deliver an excellent experience to all
- 3.3 To develop measurable service standards for all areas of our operation
- 3.4 To ensure the community of Bolton feel part of and make full use of the College

### **Objective of this Service Level Agreement (SLA)**

The purpose of this Service Level Agreement is to describe the standards we have set for the key generic services we provide irrespective of which department we work in.

#### **This agreement sets out**

The services we provide to our customers including internal departments

The overall standard which we aim to achieve in the provision of our key services

A mechanism for resolving any problems relating to the delivery of the service and listening to customer feedback

As with all such agreements, standards have been set to reflect normal circumstances and they may not always be met in periods of high levels of staff sickness or vacant posts or during periods of extreme activity such as the start of an academic year.

### **Future reviews and amendments to this Service Level Agreement**

This agreement will be reviewed annually as part of our College development planning and Self-Assessment process.

### **Generic Customer Service Targets**

The College's Customer Services Strategy details how the College plans to provide and maintain excellent customer experiences for everyone, every time. These are the targets the Strategy lists for customer service across the College:

To build successful long-term relationships with our customers

To identify our customer needs quickly and efficiently



To support our customers to access other relevant and related services through contact with us

To set standards that specify what our customer can expect from us and regularly publish our performance against these standards

To regularly seek our customers views and use their feedback to improve our services

To frequently assess our customers' needs to ensure they are being met and to indicate areas for development or change

To provide our staff with relevant training opportunities

To provide our staff with access to up to date and accurate information about and for the customers

To always acknowledge and process complaints quickly and deal with them effectively

To celebrate the success of all customers

## **Service Users**

All customers including:

Visitors

Learners

Parents and Carers

College staff

Employers

Stakeholders and Partners

## **Service Providers**

Good customer service is the responsibility of everyone who works for the College.

## **Key Services and Standards**

This section of the SLA provides information on the generic key services provided by all College staff along with the primary standard we aim to achieve for each service.

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**Service**

**Standard**







<b>Service</b>	<b>What we need from our service users</b>
Dealing with complaints	Complaints should be received as soon as possible following the event, action or issue causing dissatisfaction.



## **Complaints**

Bolton College values the views of all its customers and we aim, therefore, to manage complaints in a way that is sensitive to the needs of individuals and groups and supportive of the College's objective to provide excellent service to our customers and colleagues

We will use feedback received through formal and informal complaints to help improve the quality of the service we provide our customers within the resources available.

Customers can make an official complaint about the services detailed in this SLA or, about any other College service, by phone, e-mail or letter to the Customer Services Manager or any member of College staff. Alternatively, they can complete a Complaints Form available on the College website or from the Main Reception.

The College's full Complaints Policy & Procedure is available on the College website and intranet (staff only) or from any Main Reception.

## **Equalities Statement**

English is our principal language but we will endeavour to provide information relating to this Policy in other formats and languages. If customers require this type of support they should contact the Customer Services Manager on:

E-mail: customer.services@boltoncc.ac.uk

Telephone: 01204 48 2040

Address: Deane Road, Bolton BL3 5BG