



# Customer Services Charter

April 2023



➤ **The IOE&IT team is committed to delivering exceptional service to all our customers – firm in the belief that customer service is everyone’s responsibility**

➤ **Our Customer Service Charter sets out the expectations of how we exceed our customers' expectations – not just in the product we provide, but also how we communicate with the customer, with speed, professionalism and empathy**

➤ **Our commitment is to deliver an exceptional service experience to all our customers at every touchpoint, on every occasion**



# Our values explained



## Clear Communication

Listening and hearing well, with empathy. Avoiding acronyms and jargon. Communicating simply, in a timely way and honestly.



## Competence

We pride ourselves on being up to the minute in terms of the knowledge we impart. If we don't know the answer, we are not afraid to admit it!

## Customer Services Charter



## Integrity

Our 'yes' means yes: we pride ourselves in doing what we say



## Courteous

**Every customer counts.** We engage with others as we would wish to be treated ourselves.



## Exceptional Service

**Every customer counts.** We put individuals before targets and spreadsheets



## Loyalty

**Every customer counts.** We engage with others as we would wish to be treated ourselves.

# Our commitment to you

## CONTACT BY PHONE

When you call us, we will answer within 10 seconds in a professional manner, dealing with your enquiry as quickly as possible

## CONTACT BY EMAIL

When you email us, we will respond within two business days

## RESOLUTION

We will attempt to resolve your enquiry at first contact or let you know the course of action to be taken. For more complex queries, we may arrange a call back at a time convenient to you

## COMMUNICATION

Keep you updated on the progress of your enquiry through regular contact

## FEEDBACK

We want to capture your comments, suggestions and complaints – we actively encourage feedback to help us improve our services.

# Our promise to customers

1



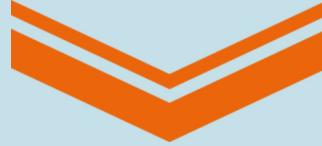
If you have an issue, problem or concerns regarding the services you have received from IOE&IT we would like to hear about it

2



We will acknowledge receipt of any complaint within two business days and resolve or respond to your complaint within five business days

3



If we are unable to resolve your complaint within five business days, we will contact you to explain why and advise the timeframe in which we will be able to resolve it

4



If you are not satisfied that your complaint has been adequately resolved, you can request a review of the complaint resolution process. A senior manager will then take over the investigation and decide appropriate action

Contact us: [feedback@export.org.uk](mailto:feedback@export.org.uk)