

PUPIL AND STUDENT SUPPORT – CUSTOMER CHARTER

MISSION STATEMENT

We aim to administer and provide efficient and effective financial support for lifelong learning within the London Borough of Richmond upon Thames.

SERVICE STANDARDS

We will always: -

- respect your individuality by providing a high quality service that, wherever possible, suits your personal requirements;
- provide our service to you fairly, proactively and to the same high degree of customer care that we will demonstrate to all our other customers, regardless of their backgrounds;
- treat you with courtesy, respect and professionalism;
- treat any information relating to you or your application confidentially and sensitively;
- communicate with you in clear, concise and jargon-free language, whether in person, by telephone or in writing;
- give you our names when we communicate with you;
- allocate a named officer to your case;
- acknowledge receipt of your application form within two working days, provided that you enclose the stamped acknowledgement card with the form;
- process your application form quickly and accurately, provided that you complete the form fully and provide all the supporting documents and/or information that we ask for;
- resolve within one working day any query that you may have, and, where that is not possible, tell you how long we think it will take;
- investigate with all due thoroughness and seriousness any complaints that you may have about the provision of our service.

WHAT WE EXPECT FROM YOU

We will expect you to: -

- treat us with courtesy and respect;
- complete your application form fully and truthfully;
- comply with requests for further documents and/or information in support of your application;
- inform us as soon as possible if there are any changes to your circumstances which could affect your application.