



# Eden Global Business School, EGBS

## Customer Service Statement

April 2023

Policy authorised by Responsible Officer

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## 1.0 Introduction

EGBS aims to deliver the highest standard of customer service at all times. This will include dealing with enquiries over the telephone, in writing via email or letter. We also welcome feedback and are pleased to receive comments and suggestions for improvement to our standards of service.

## 2.0 Customer Service Standards

### **Communication We will**

- Ensure our contact details are visible on our website.
- Return your phone call or reply to an email within **48** hours of receipt.
- Provide information in a clear and straightforward manner using plain English.
- Provide our publications in English upon request.
- Publish our fees clearly on the website with no hidden costs.