

CUSTOMER CHARTER

Our mission as educators is to enable students of all ages and abilities to enjoy learning how to communicate effectively and successfully in English. As we strive to fulfil that mission this Charter sets out the service we promise to give to all our customers, based on our three core principles.

Transparency:

We will be as open as possible with all our customers.

We will publish clear terms and conditions for the purchase of all courses.

We will listen to our customers through planned meetings and on request.

We welcome oral and written customer feedback at any time.

Equity:

All our customers are equally valuable and will receive equal service.

We strive to implement easy access to study for all customers.

All our centres will provide the same quality of service.

Respect:

We will treat all our customers with courtesy, consideration and respect.

We will never physically punish or humiliate students under any circumstances.

Customer Charter: revised 12-05-2014

ENHANCE YOUR ENGLISH . ENHANCE YOUR CONFIDENCE . ENHANCE YOUR FUTURE