

Our Open Training Quality and Customer Service Promise

We're so confident about the quality of our Open Training courses and training consultants that we guarantee your success.

Should you attend a Baines Simmons course and subsequently feel that it failed to achieve the courses learning objectives, we will let you attend the same publicly scheduled Baines Simmons course again, free of charge*, within 6 months of the original course date.

* You will be required to use your original course materials.

Our Quality Promise

If you are dissatisfied with any of our products or services (and you let us know within 5 working days of delivery), we will:

- ▶ Give you a single point of contact who will examine your issue within one working day
- ▶ Work with you to find a solution that meets your original learning objectives
- ▶ Aim to achieve a satisfactory resolution within 3 working days
(Where this is not possible we will agree an action plan with you and keep you updated)
- ▶ If we have failed to meet our high quality standards we will offer you a refund

Our Customer Service Promise

We will operate with integrity and commitment and want you to be delighted with our service.

To achieve this we will:

- ▶ Be open and honest at all times
- ▶ Listen carefully and find the best solution to suit your needs
- ▶ Take individual responsibility to deliver what we promise
- ▶ Communicate clearly and concisely
- ▶ Be positive, efficient and courteous
- ▶ Be professional in all dealings

We appreciate any feedback on the quality of our services.

Please send any comments to feedback@bainessimmons.com