



Customer **Care** Line

tel• 0845 508 1229

customer.care@jhp-group.com



**Are you a JHP Group client, learner,
employer, parent, guardian or carer?**

**Do you have any concerns, questions
or feedback for us?**



If you have any concerns, questions or queries, or would like to give us feedback on our service or a JHP Group member of staff, we want to hear from you...

Parents, Guardians and Carers...

Would you like information on our programmes?

Would you like to book an appointment with a member of our team?

Would you like to speak to us about your child or dependant, or find out how they are getting on?

Do you have any concerns about your child's or dependant's attendance, achievement or progression?

Would you like to discuss how we can support your child's or dependant's additional needs?

Do you feel your child or dependant is experiencing problems or is being treated unfairly?

Learners and Clients...

Are you looking for information and advice about a programme or qualification?

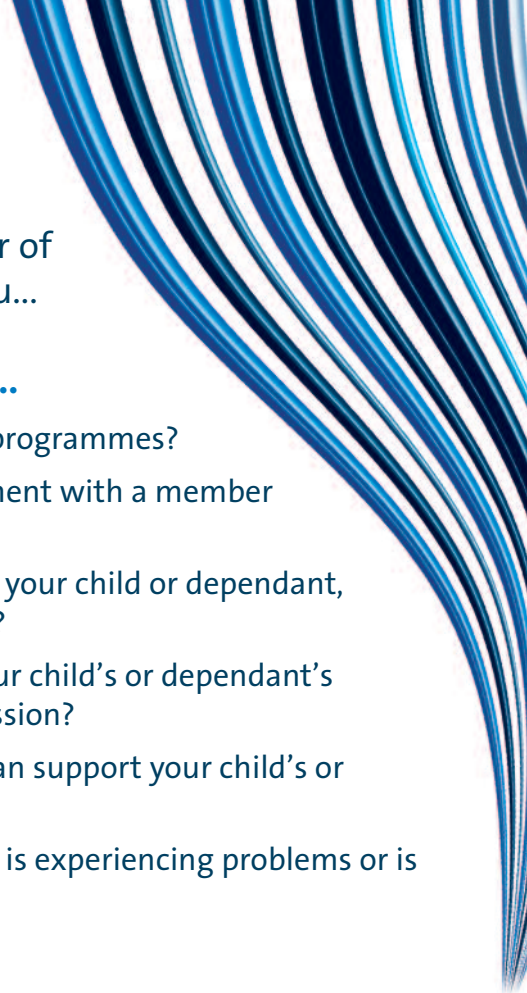
Are you unhappy or concerned about the service you are receiving?

Are you having trouble getting to your place of work or JHP Group centre?

Do you have additional needs you would like help and support with?

Do you need to talk in confidence?

Do you need advice on your rights in the workplace?





Do you feel you're being treated unfairly?

Would you like to tell us about how someone has helped you and made a difference?

Employers...

Would you like information on how JHP Group can help your business?

Are you interested in recruiting an apprentice or introducing apprenticeships to your workforce?

Do you need help recruiting skilled staff for vacancies?

Do you have any questions or concerns about the service you are receiving or a JHP Group staff member?

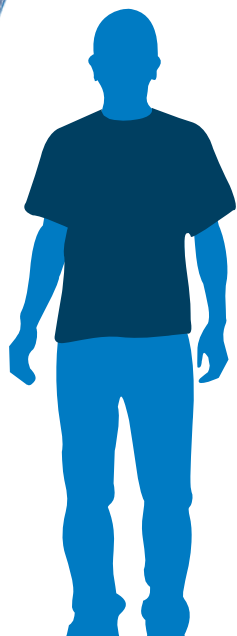
Do you have any questions about the sign up process and what follow up action is required?

Are you experiencing problems with a placement?

Are you concerned about the welfare of a client or learner?

Do you need help with equality and diversity issues?

Would you like to find out more about safeguarding?



Our commitment to you

- All complaints received are dealt with professionally and in confidence. We aim to resolve all issues in a timely manner and to the satisfaction of all individuals concerned.
- We will ensure that all complaints are acknowledged within five working days. A considered response will be issued within ten working days of the acknowledgement.
- Positive feedback we receive may be used in future communications by JHP Group to provide evidence of our commitment and support to our customers.
- If you have a query, we will do everything we can to resolve it. If we are unable to do so we will signpost you to someone who can.

How to contact us

- Call our Customer Care Line on **0845 508 1229** to speak to a member of our team, or leave a message and we will get back to you as soon as possible.
- Email us on **customer.care@jhp-group.com**.
- Alternatively, you can visit our website at **www.jhptraining.com/enquiries/customercare** - simply fill in the form and click 'Submit'.

Accessible information is important to JHP Group.

If you require information in another format or language, please contact us on the Customer Care Line.

L410