

Customer Service Agreement for Apprenticeship and Young Apprenticeship Queries 2009-2010

Overview

People 1st is committed to providing an excellent service and developing a good relationship between itself, partners and stakeholders. Outlined below are details of the standards and processes that we aim to undertake for an efficient and speedy resolution of apprenticeship queries and issues as they occur. In the event that you cannot find the information that you are looking for on our website please feel free to log your query with us.

Sources for information

You can often save time by looking under the Apprenticeships section on (www.people1st.co.uk) for frequently asked questions and information updates. Information on key skills proxies can be found on the QCDA website (www.qcda.gov.uk)

If you find that your query is not answered by this then please follow the recommended procedure outlined below which will enable us to speed up our response to you.

Logging Apprenticeship queries

All Apprenticeship queries should be made by email to Lucy.Plock@People1st.co.uk
All Young Apprenticeship queries should be email to Anuja.Moohan@People1st.co.uk

Please leave your telephone number in case we need to contact you for further information.

Response times

Confirmation of receipt

All enquiries will receive conformation of receipt by e-mail within 48 hours.

Query response time

Although we aim to try and respond to queries as they come in sometimes we have to wait for third parties to get back to us. Query response time will be a maximum of 7 working days.

People 1st will endeavour to respond to your query within seven working days. If you need further information during or after this time then please telephone on
Phone: 0189 581 7000 Ext. 1 (Apprenticeship Line)