

## Help Us

Help us to get it right .....

Here's how!:

- 1) Any staff will help assist you during your visit—they will take immediate action where possible.
- 2) The Chief Executive responsible for the operation of the centre will be happy to discuss any issues you wish to raise.
- 3) Complete course surveys with any relevant comments or feedback.
- 4) If you prefer, email us at [admin@doncastergta.co.uk](mailto:admin@doncastergta.co.uk)
- 5) If you wish to write to us, please do so:  
Care of Neale Johnson,  
Quality Manager,  
Doncaster Motor Trades,  
Rands Lane Industrial Estate,  
Armthorpe,  
Doncaster,  
DN3 3DY



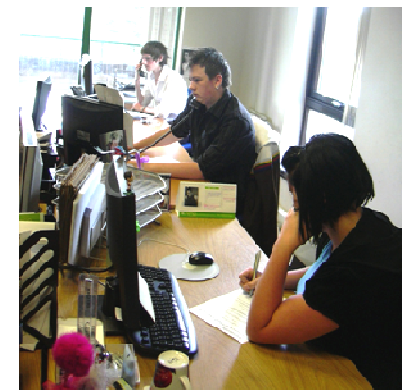
DONCASTER G.T.A POSITIVELY PROMOTES EQUAL OPPORTUNITIES REGARDLESS OF RACE, GENDER, SEXUAL ORIENTATION, SPECIAL NEEDS, AGE OR DISABILITY.

V2—CR - 09/10  
Review: September 2011



**DONCASTER, ROTHERHAM & DISTRICT  
MOTOR TRADES, G.T.A. LIMITED**  
Rands Lane Industrial Estate,  
Armthorpe, Doncaster, DN3 3DY.  
Tel: 01302 832831 Fax: 01302 831916

# CUSTOMER CHARTER



## Customer Charter

We are committed to providing a quality experience every time you visit us or we visit you.

It is important to us that you:

- 1) Find all our staff helpful, friendly and knowledgeable.
- 2) Enjoy your visit.
- 3) Use our services again.
- 4) Tell your friends and colleagues.

This will not happen unless we attain certain standards that all our customers should expect.

These standards are displayed throughout our buildings. All staff are aware of these standards.

Where possible we will provide feedback on how you think we are performing. If we are unable to keep up our promises we will notify customers as soon as possible, explain why and attempt to offer an alternative.

## Our Promise

We Promise all our staff will:

- 1) Make you welcome and help you to enjoy the training courses.
- 2) Be courteous, highly trained and happy to assist you at all times.
- 3) Provide clean, well maintained facilities.
- 4) Listen carefully to what you say and involve you in our decision making.
- 5) Charge prices that offer value for money.
- 6) Serve you as quickly as possible.
- 7) Respond to your written and telephone comments within 7 working days.
- 8) Answer the telephone in a polite and courteous manner.
- 9) Assist you in finding services that we do not currently offer.
- 10) Give you information, advice and guidance on careers within our areas of service delivery.