



Peterborough
College



Stamford
College

YOUR JOURNEY; OUR COMMITMENT.

Quality Advice, Guidance and Support

Our Key Service Commitments:

- **Friendly and Approachable Staff:** Our staff are committed to being friendly, approachable, and polite in all interactions.
- **Respect and Equality:** We will treat you with respect and ensure equality of opportunity at all times.
- **Expert, Impartial Advice and Guidance:** We aim to inspire and empower you to make informed choices. Our team will assist you in choosing the course that best matches your individual needs, abilities, and career aspirations.
- **Support Service Information:** We will clearly inform you about the range of specialist support services available to meet your individual requirements.
- **Accessible Services:** You can access our Impartial Advice and Guidance (IAG) and Careers services through various channels (electronically, in person, or over the phone) for personalised discussions.
- **Accessibility:** We endeavor to ensure our buildings are accessible, our service areas are safe and clean, and that information is available in various formats upon request.
- **Accountability:** We acknowledge when we make mistakes and will clearly explain how and when we will rectify them.

In Return, We Ask You To:

- Treat staff and College facilities with respect.
- Provide necessary and accurate information when requested.
- Ask for clarification when you need it.

Appeals and Complaints

If you believe our customer service commitments have not been met, or if the process was not followed, you can find more information about how to make a complaint on our College websites:



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www.peterborough.ac.uk/complaints-compliments



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