



## Information Advice and Guidance (IAG)

Summerhouse believes Outstanding IAG is defined as having a “**Impartial Whole Organisational Approach**” with IAG “**Embedded Into Our Teaching, Learning & Assessment**” and part of “**Day To Day Responsibilities**”.

At Summerhouse our team of friendly, helpful and professional staff will provide you with clear, accurate, quality assured impartial IAG to support you in choosing the right choice for your training or courses you require.

You can even book a telephone discussion with the Tutor / Assessor of your choice to find out about careers advice, course content, progression routes and enrolment.

If you have a question or query that we cannot answer then we will signpost you to the right organisation or person.

### **Summerhouse Equestrian and Training Centre Service Policy**

Summerhouse’s commitment to high standards is at the heart of everything we do. This policy highlights how we aim to offer all our customers a consistently high quality service that is professional, fair and friendly at all times.

#### **Every time we are in contact with you we will:**

- Treat you with courtesy and respect
- Deal with your enquiry promptly and efficiently
- Respond clearly and honestly
- Treat you fairly, consistently with other people, and without unlawful discrimination in line with our policies and procedures.
- Take account of any special requirements you may have such as interpretation and translation.
- Respect your rights to confidentiality at all times.

#### **When you contact us by telephone we will:**

- Answer your call within 3 rings
- Return all messages by no later than the end of the next working day.

#### **When you visit our centre we will:**

- See you within 5 minutes
- Make alternative arrangements if you need to see someone who is not available
- See you in a private room if required

#### **When we visit your establishment we will:**

- Respect the environment and the culture
- Keep our appointments unless we have informed you that we need to cancel.
- Visit you out of normal office hours if there are special circumstances.

#### **When we write or e-mail you we will:**

- Reply within 5 working days
- Be concise and easy to understand

**Access to personal information:**

- We recognise that personal information is confidential and we are committed to and support the aims and principles of the Data Protection Act 1998.
- On request provide any personal information we hold about you.

**If we make a mistake or you are unhappy with our performance, we will:**

- Tell you about our complaints procedure and show you how to use it.
- Acknowledge receipt of your complaint within 2 working days
- View your complaint as an opportunity to learn from our mistakes and provide a better service for the future.

**Your opinions, consultation and feedback**

- We are committed to involving and listening to our clients on all aspects of our services. Feedback can be given to [feedback@summerhouseec.co.uk](mailto:feedback@summerhouseec.co.uk) or 01452 720288
- We will also carry out regular surveys and use the information gathered to improve our service.

**We expect you to:**

- Be polite to the person dealing with your query
- Report any concerns to us quickly as possible
- Tell us how you think we can improve our service.

**Special Considerations to courses:**

Summerhouse will consider and approve reasonable adjustment requests to courses providing:

- Requests are received by Summerhouse at least 5 working days prior to the course commencement.
- Adjustments to the assessment/course are reasonable given the nature of the qualification.

Individual Adjustments may be required for a number of reasons, including:

- Temporary or permanent illness or injury
- Sensory impairment
- Reading & or writing difficulties
- English as a second language
- Recent Bereavement
- Other extenuating circumstances

You will be given the opportunity to discuss any Special Considerations with the Tutor / Assessor at the time of course discussion.

**Thank you from all the team at Summerhouse!**

If you believe we have not offered the above service please inform [feedback@summerhouseec.co.uk](mailto:feedback@summerhouseec.co.uk) where we will be happy to help.