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# **CLIENT CHARTER FOR STUDENTS AND STAKEHOLDERS**

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## THE ETHOS OF THE COLLEGE EXPECTS ALL STAFF AND CLIENTS TO:

- *Act with dignity, respect, understanding and tolerance.*
- *Give support, encouragement and praise.*

## OUR COMMITMENT TO YOU, OUR CUSTOMER, IS TO:

- *Provide a service which is friendly, helpful, professional and responsive to your needs at all times.*
- *Provide an environment which encourages creativity and innovation and leads you to success.*
- *Publicise relevant, accurate and up-to-date information.*
- *Ensure we work as a team to deliver the best level of service.*
- *Seek your comments to ensure we continue to develop and improve our service and provision to meet your needs.*

## YOU CAN EXPECT OUR STAFF TO:

- *Demonstrate behaviours to reflect our Vision and Values.*
- *Be business-like and professional.*
- *Respond to your enquiries promptly and efficiently.*
- *Communicate clearly.*
- *Plan effectively and focus on positive outcomes.*
- *Investigate complaints and strive to continuously improve our service.*
- *Make efficient and effective use of our available resources.*



## OUR VISION AND VALUES

- **Vision**

*North East Scotland College's vision is to be a College that transforms lives and supports regional development.*

- **Values**

*Commitment and excellence.*

*Empowerment and engagement.*

*Respect and diversity.*

## TELL US HOW ARE WE DOING:

- *North East Scotland College is committed to ensuring that all customers receive the best possible service.*
- *Information on our level of service are published at [www.nescol.ac.uk/about/quality](http://www.nescol.ac.uk/about/quality)*
- *We welcome any comments, suggestions, compliments and complaints from you which will help us meet your needs and improve our service. Please let us know by completing our **feedback form**.*


## ASSOCIATED POLICIES AND GUIDANCE:

- *Vision and Values.*
- *Code of Commitment.*
- *Terms and Conditions of study.*
- *Assessment and Verification policy*
- *Data Protection policy.*
- *Freedom of Information policy.*
- *Complaints management procedure.*

Copies of these policies, procedures and forms are available online or from any College Receptionist.





 **0300 330 5550**

 **enquiry@nescol.ac.uk**

**www.nescol.ac.uk**

**MORE COURSES MORE CHOICES MORE OPPORTUNITIES**

**Aberdeen City Campus,**  
Gallowgate, Aberdeen AB25 1BN

**Aberdeen Altens Campus,**  
Hareness Road, Altens Industrial Estate, Aberdeen AB12 3LE

**Fraserburgh Campus,**  
Henderson Road, Fraserburgh, Aberdeenshire AB43 9GA



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