

1. We will provide you with up-to-date courses and course materials that have been prepared specifically for the purpose described:

All course manuals and course materials written to deliver the ILEX syllabus will:

- be written by carefully vetted and suitably qualified authors
- be reviewed and re-published annually
- match the published ILEX syllabus for level and breadth
- be written in plain English.

2. We will provide you with appropriately qualified teaching staff:

Teaching staff will:

- be appointed according to set criteria, to include qualifications and experience
- have relevant law teaching or legal practice experience
- mark using a comprehensive assignment marking scheme
- be routinely monitored for accuracy and consistency
- return all posted assignments within twelve days of posting, and emailed assignments within ten days of receipt
- provide any further clarification requested within ten working days of receipt

In addition in-house teaching staff will:

- be suitably qualified to provide relevant ILEX courses support
- monitor and support distance-learning and student area tutors

3. We will provide you with timely advice and guidance on any aspect of your studies:

Teaching staff will:

- respond to Academic telephone helpline queries within two working days of receipt
- answer ITC student area queries within three working days of receipt
- answer specific course queries within three working days of receipt
- acknowledge queries to academic@ilex-tutorial.ac.uk by the next working day and answer within three working days of receipt

4. We will deal with your enquiries promptly and courteously:

Our Customer Advisors will:

- be suitably qualified and comprehensively trained to provide advice on the college's products, services and procedures
- provide you with accurate, relevant course information
- deal with your enquiry in a professional, courteous manner
- only transfer your call with your agreement
- arrange a call-back if they are not immediately able to deal with your enquiry
- be available from 8.45 am to 5.00 pm Monday to Thursday, 9.00 am to 4.00 pm Friday, except for English public holidays and the period from Christmas Eve to New Year's Day.
- answer telephone calls within five rings
- respond to voice-mail messages and e-mails on the day of receipt
- respond to letters within three working days of receipt
- process web orders for priority dispatch (orders for the full day to midnight dispatched the following working day; orders placed after Thursday midnight dispatched Monday)
- process telephone orders for dispatch within two working days of receipt
- process postal orders for dispatch within three working days of receipt

5. We will investigate a complaint with any aspect of our service fully and sympathetically:

Please follow this link to our [Customer Complaints Procedure](#)

Customer Service Standards

ILEX Tutorial College
College House, Manor Drive,
Kempston, Bedford MK42 7AB

DX. 124782 KEMPSTON 2

Tel. 01234 844300

Fax. 01234 841373

itslaw@ilex-tutorial.ac.uk

www.ilex-tutorial.ac.uk



INVESTOR IN PEOPLE



Customer Service Charter

ILEX Tutorial College (ITC) is committed to providing the highest standards in both educational provision and administrative services.

We aim to deliver the highest level of customer satisfaction by understanding your needs and expectations and meeting them in the most effective way.

To provide you with the best possible chance of success in your studies we will:

- Provide you with up-to-date courses and course materials that have been prepared specifically for the purpose described
- Provide you with appropriately qualified teaching staff
- Provide you with timely advice and guidance on any aspect of your studies
- Deal with your enquiries promptly and courteously
- Investigate a complaint with any aspect of our service fully and sympathetically

To provide you with the best possible chance of success in your studies we strongly recommend that you:

- Attend an Getting Started day at the commencement of your studies with us
- Read your Study Guide and Course Unit Guides
- Make use of all the printed and on-line course features
- Attend the course face-to-face revision session where applicable

For further details please follow these links:

- [Customer Service Standards](#)
- [Customer Complaints Procedure](#)



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Customer Complaints Procedure

We are committed to delivering high quality service at all times but do recognise that there may be occasions when things do not go as planned and you feel dissatisfied. When this happens we want to hear from you so that we can ascertain what has happened and put it right.

This procedure relates to complaints concerning services provided by ILEX Tutorial College Ltd (ITC). Complaints concerning services provided by the Institute of Legal Executives (ILEX) should be made directly to ILEX.

Complaints Procedure

The complaints procedure has been made as simple as possible. Please telephone, email or write to Ruby Denton, our Customer Service Manager and provide all relevant details, including the reason for your dissatisfaction and the outcome sought.

Ruby's contact details are:

Tel: 01234 844310

Email: r.denton@ilex-tutorial.ac.uk

Fax: 01234 841373

Post: College House, Manor Drive, Kempston, Bedford, MK42 7AB

Ruby will investigate and take action to resolve the matter as quickly and fairly as possible. If you have verbally reported your complaint, Ruby might ask you to confirm this in writing so that she may be absolutely clear about the relevant details.

We aim to acknowledge all complaints on the date of receipt, to respond within 10 working days and to provide a fair conclusion within 20 working days, although this may take longer during holiday periods.

Appeals Procedure

If you are dissatisfied with the outcome of your complaint, please write to Ruby Denton stating the reasons for your dissatisfaction, and the outcome sought. Ruby will investigate further and refer your appeal to Managing Director Noel Inge, who will fully review the circumstances of your complaint, the reason for your dissatisfaction with the outcome of the complaints procedure, and of the outcome you seek.

Again, we aim to acknowledge appeals on the date of receipt, to respond within 10 working days and to provide a fair conclusion within 20 working days, although this may take longer during holiday periods.

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