

ISSUE YEAR	October 2025
APPROVED BY	Gaye Hutchinson
SIGNATURE	
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C0001: Release Potential Customer Charter

Our commitment to you...

The Release Potential Team are passionate about 'doing things differently' and do this by dealing with you as an individual and focus on meeting your needs, regardless of what services you are accessing. We will provide you with 'individualised' support, guidance, understanding we're all different and have different needs!

Ensuring every customer receives a high-quality service is part of our DNA. All RP staff follow a set of customer service standards, that sets out standards of performance that you can expect from us. If you feel we are not meeting these standards, please let us know so that we can correct it and if needed improve the service for everyone. We take pride in knowing 'everyone' at Release Potential is responsible for looking after our customers.

We are committed to providing accessible services to all and therefore if you need us to make an adjustment to how we deliver services to you, then just let us know.

We Will:

- Ensure all customers are treated fairly, with respect and as an individual
- Ensure all staff are polite and professional and will listen to your enquiry
- Aim to resolve your enquiry at the first point of contact, but if we cannot do this, we will pass on to the correct member of staff who will keep you informed of the progress of your enquiry
- Ensure that we are prompt and clear with you, particularly if we need to make a decision or resolve your query
- Aim to resolve your enquiry inside our 1 working day timescale, where possible
- If your enquiry is urgent the relevant staff member will aim to contact, you within 1 working days.

Accessing our services

You can access our services by calling our main office on:

Telephone: 01661 843819

Office Hours: 9am to 5pm Monday to Friday

or accessing our website at:

Secure URL: <https://release-potential.co.uk/>

A mailbox recording facility will be in operation at all 'out of office' times and messages will be responded to within 1 working day. You can also email us on the following email addresses

Dedicated safeguarding email: safeguarding@release-potential.co.uk

To report any safeguarding concerns. Responses will be in most cases by return understanding and always prioritising any concerns reported. This email account is monitored by a Designated Safeguarding team and is always recognised as a key priority.

Support email: support@release-potential.co.uk

To request support for yourself. Responses will be made within 1 working day

Course information and enquiries: courses@release-potential.co.uk

We expect to respond within the hour to all communications, to acknowledge your email and tell you what will happen next

General information and enquiries: info@release-potential.co.uk

To request information or a call back. Responses will be within 1 working day

Complaints

At Release Potential, our staff are dedicated to providing a professional service and getting things right first time. Despite our best endeavours we recognise that things may not always meet customer expectations. We have a standard procedure in place to ensure that we investigate your complaint fully and fairly. Some complaints can be dealt with immediately, but where this is not possible, we will acknowledge your complaint in writing within 5 working days of receipt. Please see our complaints policy for more details.

We will:

- Provide you with a complaints process that is easy to access and follow with a clear series of stages with clear time scales between each stage. This is available on our website, within our Learner Handbook and available on request.

Secure URL: <https://release-potential.co.uk/wp-content/uploads/2025/06/P0010-Complaints-Policy-V4.1.pdf>

- Deal with complaints as quickly as possible and make sure that all complaints are handled in a fair and honest manner.
- Provide you with a written reply.

Compliments

We love to hear about outstanding customer experiences and welcome your feedback. Please use the following email to share your experiences with us.

Email: info@release-potential.co.uk

Customer Treatment

We will:

- Do what we say we will do
- Be helpful, polite, and treat you fairly and with respect
- Try to understand your circumstances and treat you as an individual
- Follow processes correctly
- Protect your personal information
- Say sorry and put it right if we make a mistake
- Use your feedback to improve how we do things

Equality, Diversity and Inclusion

The Release Potential team will ensure, at all times, the rights to equal treatment established by equality legislation are upheld.

Accessibility

Release Potential are proud to hold 'Disability Confident Leader' status award and will ensure that our offices, venues, facilities and resources are fully accessible, in line with the Equality Act 2010.