



CHARTERED
INSTITUTE
OF EXPORT &
INTERNATIONAL
TRADE

CUSTOMER SERVICES CHARTER





- The Chartered Institute team is committed to delivering exceptional service to all our customer – firm in the belief that customer service is everyone's responsibility
- Our Customer Service Charter sets out the expectations of how we exceed our customers' expectations- not just in the product we provide, but also how we communicate with the customer, with speed, professionalism and empathy
- Our commitment is to deliver an exceptional service experience to all our customers at every touchpoint, on every occasion



OUR VALUES EXPLAINED



Clear Communication

Listening and hearing well, with empathy. Avoiding acronyms and jargon. Communicating simply, in a timely way and honestly.



Competence

We pride ourselves on being up to the minute in terms of the knowledge we impart. If we don't know the answer, we are not afraid to admit it!



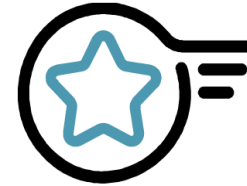
Integrity

Our 'yes' means yes: we pride ourselves in doing what we say



Courteous

Every customer counts. We engage with others as we would wish to be treated ourselves.



Exceptional Service

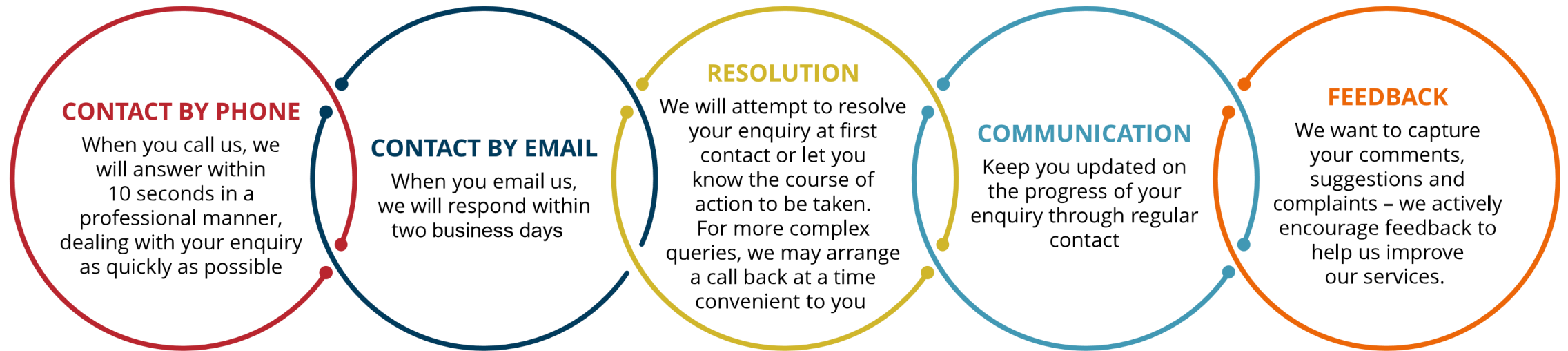
Every customer counts. We put individuals before targets and spreadsheets



Loyalty

Every customer counts. We engage with others as we would wish to be treated ourselves.

OUR COMMITMENT TO YOU



OUR PROMISE TO CUSTOMERS



If you have an issue, problem or concerns regarding the services you have received from Chartered Institute we would like to hear about it.



We will acknowledge receipt of any complaint within two business days and resolve or respond to your complaint within five business days.



If we are unable to resolve your complaint within five business days, we will contact you to explain why and advise the timeframe in which we will be able to resolve.



If you are not satisfied that your complaint has been adequately resolved, you can request a review of the complaint resolution process. A senior manager will then take over the investigation and decided appropriate action.

CONTACT US: Feedback@export.org.uk



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EMPOWERING GLOBAL TRADE

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