



# Enquiries Policy and Procedure

## 1. Purpose

The purpose of this policy is to establish a clear and consistent procedure for handling enquiries received by Hayat Medical Training. This ensures that all potential clients and stakeholders receive timely, accurate, and professional responses, thereby supporting our commitment to excellent customer service and effective communication.

## 2. Scope

This policy applies to all employees, representatives, and contractors of Hayat Medical Training involved in managing and responding to enquiries related to our first aid training services.

## 3. Definition of Enquiries

Enquiries refer to any questions, requests for information, or expressions of interest related to our first aid training services. These can be received through various channels, including but not limited to:

- Telephone
- Email
- Online contact forms
- Social media
- In-person visits

## 4. Procedure for Handling Enquiries

### 4.1 Receipt of Enquiries

- **Telephone Enquiries:**
  - All telephone enquiries should be answered promptly during business hours.
  - If not possible to answer the call, enquiries should be followed up by phone call
  - If the enquiry cannot be addressed immediately, the caller should be provided with the name and contact information of the person who will handle their request.

- **Email and Online Contact Form Enquiries:**
  - Emails and online contact forms should be acknowledged within 24 hours of receipt.
  - A standard acknowledgment response should be sent, informing the sender that their enquiry is being processed and will be addressed shortly.
- **Social Media Enquiries:**
  - Social media messages and comments should be acknowledged within 24 hours.
  - Direct messages should be addressed with the same urgency as email enquiries.
- **In-Person Enquiries:**
  - Staff should greet visitors promptly and politely.
  - If the enquiry cannot be resolved immediately, the visitor should be informed about the follow-up process and provided with relevant contact information.

## 4.2 Recording and Tracking Enquiries

- All enquiries should be recorded and logged with relevant details, including:
  - Date and time of the enquiry
  - Contact information of the enquirer
  - Nature of the enquiry
  - Assigned staff member
  - Follow-up actions and dates
- Enquiries should be reviewed weekly by the administration team to ensure timely follow-up and resolution.

## 4.3 Responding to Enquiries

- **Initial Response:**
  - Provide an initial response within 48 hours of receiving the enquiry.
  - Include information on available training programs, pricing, scheduling, and any additional details as requested.
- **Detailed Follow-Up:**
  - For more detailed responses, including custom training solutions or specific queries, ensure a comprehensive follow-up is completed within 5 business days.
  - If the enquiry requires input from multiple departments, coordinate with relevant teams to provide a complete response.
- **Escalation:**
  - If an enquiry involves complex issues or potential complaints, escalate it to the Management Team as appropriate.
  - Ensure that escalated enquiries are resolved in a timely manner and keep the enquirer informed of the progress.

#### **4.4 Documentation and Record Keeping**

- Maintain records of all enquiries and responses for a minimum of 12 months.
- Document any feedback or issues raised during the enquiry process and review periodically to identify areas for improvement.

#### **4.5 Feedback and Continuous Improvement**

- Encourage feedback from enquirers regarding their experience with our enquiry handling process.
- Regularly review feedback and enquiry handling performance to identify opportunities for process improvements.
- Conduct annual reviews of the enquiry policy to ensure its effectiveness and relevance.

### **5. Responsibilities**

- **All Staff:** Ensure enquiries are directed to the appropriate channels and handled according to this policy.
- **Enquiries Coordinator/Manager:** Oversee the enquiry handling process, maintain records, and ensure compliance with the policy.
- **Customer Service Team:** Provide timely and accurate responses to enquiries, document interactions, and escalate as needed.

### **6. Review**

This policy will be reviewed annually and updated as necessary to ensure it remains effective and aligned with company objectives and industry best practices.

**Hayat Medical Training**

**10a Mastmaker Road**

**London**

**E14 9AW**

***enquiries@hayatmedicaltraining.com www.hayatmedicaltraining.com***

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