



Triton Customer Service Statement

1. Mission

“To provide consistent, quality assured training, advice, and continued ongoing support, in accordance with all training organization standards and procedures, and government legislation”

2. Customer Service Statement

The Triton Group aims to constantly monitor the levels of service provided and report on performance indicators on a regular basis. We will endeavor to be open about the levels of service we aim to offer all our customers. Information on our services and the cost of those services will be freely available, as will access to the principles and policies that underpin our work. Feedback regarding the quality and content of our services is encouraged from all of our customers and students.

3. Information available to enquirers

- Qualifications and training programmes offered by the Triton Group
- The status of any qualification in relation to accreditation and public funding.
- Training objectives and outcomes
- The costs for all training programme including all additional costs that may be payable.
- The fee structure for registration and certification at professional levels of training
- Resources available from Triton
- The principles and policies of Triton including our Equal Opportunities Policy, Complaints procedures and Appeals procedures
- Composition of all complaints and appeals committees
- Our Quality Assurance policy
- Our Customer Service Statement and performance indicators
- Health and Safety Diving Project plans and risk assessments
- Equipment Servicing records
- Instructor Qualifications
- Our insurance policy document

4. Sources of Information

The above information is provided in a range of formats:

- Web sites: www.tritonscuba.co.uk and www.firstaid-solutions.co.uk
- E-mail Helpline: aid@firstaid-solutions.co.uk or helpdesk@tritonscuba.co.uk
- Information leaflets
- Policy Documents
- Newsletters
- Bulletins

5. Performance Indicators

We have a number of systems in place to ensure we continue to provide a high level of service. We undertake an annual self-assessment and from this produce a development plan intended to cover all areas of the organization, but in particular the training aspects. Where action is required to improve a service we will endeavor to carry this out as soon as possible. We will monitor and scrutinize our costs and efficiency levels to ensure we continue to provide value for money.