

Hairforce 1 Training Academy

54 London Road, Romford, Essex, RM7 9QX
Tel: 01708 762481

Customer Service Policy Statement

Hairforce 1 Training Academy is committed to improving our customers' experience through listening to comments and feedback, helping customers efficiently, in a friendly manner, and by achieving the service standards detailed below.

Customer Service

Our opening hours are from 9am to 5pm Monday to Thursday. During that time, we will deal with your enquiry promptly. We will respond to emails and letters within 3 working days of receipt and acknowledge complaints within two working days.

Hairforce 1 Training Academy will also resolve your complaints, or you will receive an action plan informing you of progress, within 5 working days, and we will ask you for your feedback on our customer service.

Hairforce 1 Training Academy is committed to providing Quality Training and Assessment leading to City & Guilds, VTCT and BIIAB in NVQ's

Hairdressing / Barbering Level 2 / 3

Customer Service Level 2 / 3

Business Administration Level 3

Functional Skills at Level 1 / 2

End Point Assessment

More information on complaints and quality assurance can be found on Hairforce 1 Training Academy website along with our Equality Opportunity in Access to Qualifications and Assessment Policy.

For further information and specific details on any of these statements please contact us on 01708 762481.