

## **Statement of Service**

### **Introduction**

C&G Services is a multidisciplinary Health & Safety Consultancy and Skills Training Company which offers BS EN ISO 9001:2000 Quality Assured Services to all business Sectors. Established for over 30 years, our experience ranges from Aviation through Construction & Utilities to the Public Sector. Our organisation is founded on the principals of service and value for money.

### **What we offer**

Information Advice and Guidance  
Courses & Training tailored to your needs  
Health, Safety & Environmental Consultancy

### **Our Mission**

We will provide, promote, develop and maintain a comprehensive range of training & consultancy services that not only match but exceed the expectations of our Clients.

### **We offer you;**

- ✓ Confidentiality subject to the provisions of the Data Protection Act
- ✓ Transparency in all our services to students
- ✓ Impartial information, advice and guidance
- ✓ A choice of courses
- ✓ Teaching and learning methods to suit your needs
- ✓ Qualified and competent trainers
- ✓ Extra help and support as appropriate
- ✓ Modern learning materials and equipment
- ✓ Reviews of progress
- ✓ Signposting to alternative networks as appropriate
- ✓ Recognition of achievements
- ✓ Equality, diversity and respect
- ✓ A welcoming, safe and healthy place to learn
- ✓ Opportunity to comment on our level of service
- ✓ Responsive action to your complaints or criticism

### **We ask of you;**

- ✓ Attend courses on the agreed dates on time and be ready to learn
- ✓ Respect other students and staff
- ✓ Take ownership and responsibility for your learning
- ✓ Complete documentation and course work on time
- ✓ Seek additional support if you need it
- ✓ Provide feedback on the service as requested
- ✓ Advise us on changes to your personal details
- ✓ Comply with the code of conduct and regulations of the company
- ✓ Not to accept or participate in any form of discrimination, harassment and/or bullying and report any such findings
- ✓ Respect the property of the company, staff and fellow students

- ✓ Follow Health & Safety policy and report any unsatisfactory conditions or potential hazards to a staff member

### **Equal Opportunities**

C&G Services (Europe) Ltd operates a policy of equal opportunities regardless of race age, gender, marital status or civil partnership, race, disability, sexual orientation, religious belief, maternity/paternity rights, carer responsibility, spent convictions or other conditions not justified in law or relevant to the provision of service or, performance of the job.

The Company is fully committed to the active promotion of equality of opportunity in the provision of all its services. It is our policy to treat everybody equally as outlined within the sections of the Equal Opportunities Policy. A copy of which will be made available on request.

### **How to make a Complaint, Comment or Compliment**

If a client or candidate is unhappy about the service they have received, or wish to pass comment or compliment they can speak in person to a member of the Senior Management Team who will follow C&G Services (Europe) Ltd's Complaint and Appeals procedure, if applicable. A copy of which will be made available on request. Alternatively they can Call, write or Email to:

**Mick Curtis**  
**Operations & Quality Manager**  
**C&G Services (Europe) Ltd**  
**201 The Waterfront**  
**Stonehouse Business Park**  
**Stonehouse**  
**Gloucestershire**  
**GL10 3UT**  
**Tel: 01453 826781**  
[mick.curtis@cgserv.com](mailto:mick.curtis@cgserv.com)

**You will receive a response within 5 working days**

### **How to contact us;**

Please use the address or telephone number as given above  
Through our website; [www.gettrained.co.uk](http://www.gettrained.co.uk)  
Email; [info@cgserv.com](mailto:info@cgserv.com)  
Tel; 01453 826781 (6 lines)  
Fax: 01453 792123

### **Hours of Business**

Normal office hours, for the administration office, 8:00am – 5:00pm Monday to Friday

**If you require further information please contact us on; 01453 826781**

The above information is available in alternative formats if requested.