# Customer Experience Policy and Procedure

**Commitment**

Portal is committed to ensuring that all customer experiences are as enjoyable as possible. In the event that learners, employers or stakeholders have a compliment, suggestion or complaint they are provided with the opportunity to share this.

**What may be considered a complaint?**

A complaint is when learners, employers or stakeholders are dissatisfied with the service they have received from Portal.

**What may be considered a compliment?**

A compliment is when learners, employers or stakeholders are satisfied with the service they have received from Portal.

**What is a suggestion?**

A suggestion would be an idea, thought or recommendation that is presented to us on how to improve our service.

Ultimately, it is the customer who would define whether feedback they have for us is a complaint, compliment or suggestion.

**Process**

The Director of Quality is the nominated contact to receive all feedback via the below form. This form is available on the Portal website and also provided to learners during their learner induction.

Customer Experience Form: <https://forms.office.com/Pages/DesignPage.aspx?fragment=FormId%3Dldf9Jo2mXEO3f5ImjCU-ufaop-WcMfxIg1YdJamMrFtUMTlQM0VKVFpaNlJSWERXOEhZWlJJTVpMSC4u%26Token%3D710dd9f53fdd4da4b1478bffb191767b>