



**NATIONWIDE  
CYCLING ACADEMY**  
[www.ncagb.co.uk](http://www.ncagb.co.uk)

2018/2019

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# Policy Documents

## Customer Care

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Working in partnership with the local community

NCA is working hard to improve Customer Care and adhere to recommended best practice:

Whichever of our training services you use, e.g. within schools, youth groups, womens groups, family rides, cyclists with disabilities, cycle sports

Whether you are a rider, a member of local authority, a local business, a member of staff or a partner organisation.

A range of customers, having attended courses, helped us define the commitments set out in this statement and we are using them to shape the way we do business.

We are defining standards of customer service based on these commitments and will use them to train our staff. We intend to build them into contracts with the service providers who deliver on our behalf.

We are realistic about what we can do, understand the limitations of what we can provide and we will always offer the best possible service

The NCA are determined to make a difference for you. Customer care is important to everyone in NCA

### CustomerCare

NCA Head Office

Tel No:

0161-796-6221

[www.ncagb.co.uk](http://www.ncagb.co.uk)

**If you need us we are here  
If you want us you can reach us  
you can trust us to do our best**

### Involving our customers

We will make sure we understand what our customers need, and develop our services around our customers expectations.

We will:

Regularly ask customers for their opinions about our services.

Ensure that our customers help shape the services we deliver.

Be honest about what we can do and what we can t.

Our people:

We recognise that we rely on our staff to deliver great Customer Care.

We will:

Ensure our staff are trained and competent to deliver our services.

Ensure our staff treat every user of NCA services as we would wish to be treated ourselves with respect, courtesy and understanding.

Train every member of staff, and every elected Member, in Customer Care.

Reaching us:

We will provide different ways to help people contact us and access the services they need.

We will:

Make information about NCA and its services easily available.

Publish opening hours and describe how to access services.

Provide a welcoming, friendly environment, easily accessible to all.

**CustomerCare care is important to everyone at NCA**

For further information:

The Urban Cycle  
Centre, Philips Park,  
Whitefield,  
Manchester  
M45 7QJ

Telephone: 0161 796 6221

Mobile: 07497 071 919

[info@ncagb.co.uk](mailto:info@ncagb.co.uk)

[www.ncagb.co.uk](http://www.ncagb.co.uk)