JudoScotland Customer Promise

The JudoScotland customer promise has been introduced to let you know, as our customer, what standards of service you should expect. We hope that this promise will enable us to provide a consistently high standard of customer service in every aspect of JudoScotland.

Our Promise:

JudoScotland is committed to providing excellent customer service, as such we promise to;

- Treat all customers in a respectful and professional manner
- Respond to all requests and enquiries in a prompt and effective manner
- Respect customers confidentiality
- Respond to all enquiries knowledgably and accurately
- Carefully consider all comments and suggestions received
- Answer your call within three rings
- Make sure all our communications are clear and jargon free
- If we cannot deal with your request immediately we will try to answer your enquiry in the time frames given below:

Phone Enquiry	Written Enquiry	Social Media	Complaints
JudoScotland aims to respond to any enquiry made by phone within 2 working days.	JudoScotland aims to respond to any written enquiry (email/letter) within 5 working days of receiving it.	JudoScotland aims to respond to any enquiry made over social media within 2 working days.	JudoScotland aims to respond to all complaints within 5 working days (see complaints policy).

How to Contact Judo Scotland:

Phone: 0131 333 2981   Facebook : www.facebook.com/JudoScotland

Email: info@judoscotland.com   Twitter: www. twitter.com/JudoScotland

Postal address: JudoScotland, EICA, South Platt Hill, Ratho, Newbridge, Edinburgh EH28 8AA

Complaints Procedure:

Customer complaints are of prime concern to us. We treat complaints as an opportunity to put things right quickly and fairly and to learn from our mistakes to prevent them from recurring. If you have any problems during your business with JudoScotland please do not hesitate to raise them either in person, via telephone or in writing as soon as possible. JudoScotland will aim to respond to any written complaint received within 5 working days.