



Pearson

Customer Services Pledge

At the core of everything we do
is the desire to help make a
measurable impact on improving
people's lives through learning.

OUR COMMITMENT TO YOU

Here at Pearson we are committed to providing you with a quick and efficient service, so that you can spend more time with your learners, and less contacting us.

Contacting Customer Services

We appreciate that, dependent on your roles, each of your needs will be different, and that getting a quick answer to a question is extremely important. Therefore when you do call us we'll aim to answer within 40 seconds, and you'll be able to speak to a specialist. And if you'd prefer to email us, we will reply within two working days.

Whenever you need to contact us, our service will always be personal, and we'll do all we can to answer your questions straight away. Occasionally a question might require a little extra research to get the right answer; this might take us a little longer, but we will keep you informed each step of the way.

Feedback and Complaints

We value all customer comments, and want to know about anything that has affected you; if our service hasn't met your expectations we would like the



opportunity to put things right, so we can continuously improve our products and services.

Should you wish to provide feedback or make a complaint this can be done [here](#).

All complaints received will be dealt with by the appropriate team. We aim to respond to complaints within 10 working days, but due to the complex nature of some issues, this could take longer; if we do need more time we will always keep you informed of our progress. You will be informed of the response to your complaint in writing or by phone, whichever is most appropriate.