



DPN Customer Service Statement

Version	2026 January Final (v2026_01f)
Last Reviewed	January 2026
Reviewer	Janus Howard
Next Review Date	January 2027

CUSTOMER SERVICE STATEMENT

Promises to give you an efficient, prompt and friendly service that you will assist you in your pursue of improvement either through its membership or training courses.

Quality of Service

DPN will:

- Listen carefully to what you say to us,
- Be friendly, helpful and respectful to you,
- Provide high quality customer service,
- Respond to you in a timely manner.

Quality of Support

DPN will

- Provide high quality training and recognised qualifications,
- Preserve the quality and reputation of the above,
- Enhance existing qualifications and training products,
- Develop new qualifications and training in conjunction with our membership
- Provide networking support.

Communication Method

DPN have a number of staff that can handle your enquiries. To contact us:

Tel: 01736 333700 Fax: 01736 366700
Email: office@digitapeninsula.com
Website: www.digitalpeninsula.com
Post: The Managing Director
Digital Peninsula Network Ltd
1&2 Old Brewery Yard, Penzance
TR18 2SL

DPN may contact you to notify you of any significant changes to operations, training opportunities and promotions. The methods will include: emails, newsletters, post, website and phone calls.

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Enquiry Service Levels

DPN will answer your telephone calls and emails promptly. If it is not possible to answer your query immediately an acknowledgement will be sent/called through.

DPN will provide a full reply to all written communications within 5 working days. An interim reply will be provided within 3 working days if a full reply is not possible at this stage. This applies to letters and emails as well as enquiries received through our website. The website will be kept up to date and will comply with accessibility requirements. DPN will also listen to your views on the quality and content of our website and may enhance it to meet your needs.