

SLC Grabs Gold in Global Customer Service Award

The Student Loans Company has won a gold award from the Contact Centre Association (CCA).



The Student Loans Company (SLC) has scooped a prestigious Gold Award from the Contact Centre Association (CCA) for their long-term commitment to continuously improving customer experience.

The company, which employs over 3500 people across five offices in Glasgow, Darlington and Llandudno Junction, and receives nearly 6 million customer calls each year, achieved the Gold Award by meeting the CCA's annual Global Standard© accreditation repeatedly for fifteen years in a row.

CCA is the independent professional body for customer service experience that is trusted throughout the customer contact sector. Their Global Standard© is an assessment and endorsement designed by the industry and assesses process, implementation and development of customer services for organisations committed to continually improving their customer experience proposition.

Derek Ross, Director of Operations said: "This is a remarkable achievement for the company and for our frontline contact staff; we couldn't be prouder to have received this award. We are always striving to continuously improve our customer experience, and it was fantastic to have our long-term commitment recognised."