

# Customer Service Statement

V2.0

## Introduction

This is version two of the Customer Service Statement and replaces all previous versions. This document is subject to regular revision and maintained electronically by its owner. Electronic copies are version controlled. Printed copies are not subject to this control.

### Change history (V1.0)

Section	Change
All	Format and structure to standardise with other SFEDI documents/policies

## Scope

SFEDI Awards is the Awarding Organisation for Enterprise and Enterprise Support. Through a network of centres, we provide quality assured accreditation against qualifications on the Regulated Qualifications Framework and Scottish Credit Qualification Framework. We are committed to providing a high level of customer service to all existing and potential customers.

## Process

We will provide the best customer service through:

- Developing and defining appropriate suites of qualifications that meet the demands of the marketplace
- Ensuring our systems and processes enable our customers to meet regulatory requirements in the most effective and efficient manner
- Ensuring secure and ease of access to our systems and processes via our on-line facilities
- Always maintaining good communications with our customers, including monthly bulletins
- Being pro-active in seeking feedback and acting upon this information to develop our services and offering
- Developing user friendly materials to support the delivery of our qualifications

To ensure a timely service we will:

Respond to all telephone calls	Within 3 rings
Respond to routine telephone enquiries	Within 2 working days of your call
Answer detailed telephone enquiries	Within 5 working days of your call
Respond to emails and other written communication	Within 2 working days of receipt
Provide feedback on centre applications	Within 1 working week
Provide feedback on centre approval visits	At centre approval visit
Provide notification on outcome of centre approval process	Within 1 working week of approval visit
Issue certificates	Within 2 working weeks of correct application for certification (this may be delayed if a centre

	does not hold Direct Claims Status as a quality monitoring intervention will be required). Invoices for registrations must have been paid prior to the issuing of certificates.
Re-issue certificates on receipt of the replacement application form and payment for the replacement certificate	Within 2 working weeks
Appeals	Acknowledged within 2 working days (time frames for completion of the process will be dependent on the complexity of the appeal)
Complaints	Acknowledged within 2 working days (time frames for completion of the process will be dependent on the complexity of the complaint)
Notification of Malpractice and Maladministration	Acknowledged within 2 working days (timeframes for completion of the process will be dependent upon the complexity of the notification)
Whistleblowing notification	Acknowledged within 2 working days (timeframes for completion of the process will be dependent upon the complexity of the notification)
Access Arrangements	Acknowledged within 2 working days (timeframes for completion of the process will be dependent upon the complexity of the request)

## Fees

A full price guide for all charges and fees relating to SFEDI Awards can be found on our website.

## Continuous Improvement

To ensure we are continually improving our services we are keen to understand the needs of our customers. We achieve this by:

- Requesting feedback at all External Quality Assurance interventions
- Elicit informal feedback from our customers via phone, email, or other correspondence
- Elicit learner feedback
- Using our complaints and appeals procedure to understand and resolve any complaints or appeals we receive
- Capture best practice highlighted to us via feedback or direct comment
- Hold periodic reviews of systems to ensure they are optimised and capitalise on ideas/suggestions for improvements

## Review Arrangements

We will review this statement as part of our annual self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous allegations.

In addition, this statement may be updated considering operational feedback to ensure our arrangements for dealing with Customer Service remain effective.

If you would like to feedback any views, please contact us via the details provided at the end of this statement.

## Other Related SFEDI Policies and Documents

- Access Arrangements Policy
- Appeals Policy
- Complaints Policy
- Malpractice and Maladministration
- Registration and Certification Policy
- Whistleblowing Policy

<b>Controlled by:</b> Quality Team	<b>Created/Updated</b> : February 2021	<b>Review Date:</b> February 2023	<b>Version No:</b> V2.0	<b>Regulatory Reference(s):</b> H6.1, I1.2, I4.1, I4.2
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### Contact Us

If you have any queries about the content of this statement, please contact our customer service department.

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