

# Customer Service Statement

Version 4  
Issue Date: January 2017



## **1. Our Vision**

Our vision is to deliver a customer service that is dynamic and attuned to customer needs. This will be achieved by keeping close to our customers and using our detailed knowledge of the sector, whilst providing a robust accreditation service that is compliant with the requirements of the Qualifications Regulators. We will be adaptable, courteous, and behave with integrity.

## **2. Introduction**

SFJ Awards provides an accreditation service by which individuals can gain formal recognition of their achievements and, by gaining a qualification through a rigorous quality assurance process, employers will have confidence that their employees have reached an agreed level of skills and knowledge.

We take seriously all feedback from customers which is critical to help us and our Centres continually improve the services we offer. Whilst annually we carry out a customer satisfaction survey with all our Approved Centres and a selection of Learners, we welcome feedback at any time.

Feedback may be complimentary, suggestions for improvements, concerns or a complaint. We have processes in place to ensure that we handle all feedback quickly and effectively.

Written communications should be sent by e-mail to [s.batty@sfjawards.com](mailto:s.batty@sfjawards.com) or by post to:

The Awarding Organisation Manager  
SFJ Awards  
Consult House  
Meadow Court Business Park  
4 Hayland Street  
Sheffield  
S9 1BY

## **3. Compliments and suggestions for improvement to our services**

Compliments and suggestions for improvement to our services should be sent to the Awarding Organisation Manager by e-mail or post at the address above, or by telephoning 0114 284 1970. We will acknowledge receipt of the compliment or suggestion within three working days and we will keep the customer updated on actions we have, or will be taking as a result of their feedback to us.

## **4. Complaints**

In the event of a complaint, it should be submitted using the complaints procedure. The Complaints Policy, procedure and the complaints form can be found on the SFJ Awards website.

We will acknowledge receipt of the complaint within three working days and notify the complainant of the outcome, or the actions to be taken as a result of the complaint within 10 working days.

## **5. Enquiries about results**

Enquiries about results must go through the enquiries and appeals process. The Enquiries and Appeals policy, procedure and the enquiry form can be found on the SFJ Awards website.

We will acknowledge receipt of the enquiry within three working days and notify the enquirer of the outcome of the enquiry within 10 working days.

## **6. Appeals against decisions made by SFJ Awards**

Appeals against decisions made by SFJ Awards must go through the appeals process, which is Stage 2 of the enquiries and appeals process. We will acknowledge receipt of the appeal within three working days and notify the appellant of the outcome of the appeal within 10 working days.

If an appeal goes to Stage 3 of the appeals process, we will acknowledge receipt of the Stage 3 appeal within five working days, along with the costs involved in providing an Appeals Committee. If the appeal is upheld, SFJ Awards will reimburse the cost of providing the Appeals Committee.

The Enquiries and Appeals Policy, procedure and the appeal form can be found on the SFJ Awards website.

## **7. Malpractice and Maladministration**

Actual or suspected malpractice or maladministration should be reported through the malpractice and maladministration process. SFJ Awards Malpractice and Maladministration Policy, procedure and reporting form are available on the SFJ Awards website.

We will acknowledge receipt within three working days and keep the informant updated of the actions we are taking and the timescales involved. We will also notify the informant of the outcome of our investigations.

## **8. Approval, External Quality Assurance and Certification**

External Quality Assurers (EQAs) will be allocated within 10 working days.

We will provide a decision in relation to Centre Approval and/or qualification approval within 30 days. We will process and confirm all Learner registrations within 10 working days and certificates will be issued within 10 working days of receiving the claim form.

## **9. Fees**

We will review and publish our fee information annually to our Centres.

## **10. Review of the Customer Service Statement**

This statement will be reviewed annually and revised as necessary in response to customer feedback, changes in legislation and guidance from the Qualifications Regulators.