



Customer Service Statement

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1. Our Vision

Our vision is to deliver customer service that is dynamic and responsive to customer needs. We will achieve this by staying close to our customers and using our detailed knowledge of the sector, while providing a robust accreditation service that complies with the requirements of the Qualifications Regulators. We will be adaptable and courteous, and we will act with integrity.

2. Introduction

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

We take all customer feedback seriously, as it helps us and our Centres continually improve the services we offer. We welcome feedback at any time and may also seek feedback periodically from Approved Centres and Learners.

Feedback may include compliments, suggestions for improvement, concerns or complaints. We have processes in place to ensure that all feedback is handled promptly and effectively.

Written communications should be sent by e-mail to info@sfjawards.com or by post to:

Head of Performance and Operations
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 by e-mail info@sfjawards.com, by post at the address above, or by telephoning 0114 284 1970. We will acknowledge receipt and keep the customer updated on any actions we have taken, or plan to take, as a result of their feedback.

4. Complaints

In the event of a complaint, it should be submitted using the complaints procedure. The Complaints Policy, procedure and complaints form can be found on the SFJ Awards website. We will acknowledge receipt of the complaint and notify the complainant of the outcome, or the actions to be taken, in line with our published procedure.

5. Enquiries about results

Enquiries about results must go through the enquiries and appeals process. The Enquiries and Appeals Policy, procedure and enquiry form can be found on the SFJ Awards website. We will acknowledge receipt of the enquiry and notify the enquirer of the outcome in line with our published procedure.

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 and notify the appellant of the outcome in line with our published procedure.

If an appeal progresses to Stage 3 of the appeals process, we will acknowledge receipt of the Stage 3 appeal and provide details of any costs involved in convening an 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. The SFJ Awards Malpractice and Maladministration Policy, procedure and reporting form are available on the SFJ Awards website.

8. Approval, External Quality Assurance and Certification

The SFJ Awards Approval Policy is available on the website.

9. Fees

We will review and publish our fee information in line with SFJ Awards policy. The SFJ Awards fees list is available on the website.

10. Review of the Customer Service Statement

This statement will be reviewed in line with SFJ Awards policy and any relevant regulatory changes.



SFJ Awards

Consult House

4 Hayland Street

Sheffield S9 1BY

Tel: 0114 284 1970

sfjawards.com



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