



It is our intention to provide our customers including our centres, their staff and their candidates, with the very best of service, support, advice and facilitation.

Below is a summary of our company commitments to our customers and which will be kept under regular review by SafeCert Awards Ltd in light of experience and feedback.

## Centre Support

We will endeavour at all times to provide you (i.e. centres) with:

- User-friendly and supportive application processes
- An assurance of quality in respect of our procedures and processes
- A turnaround of certificates from receipt of the results within **7 working days**. The 7 working days provided the information provided is sufficient. The 7 working days will begin, once we have all the requirement administration for processing the certification, which will include the typed list of candidate's names, to prevent any errors in certification. For centres where certification must be paid before the issue of certification, this must be completed before the issue of certification.
- EQA visits will be notified with 7 working days' notice, once the EQA booking form is received with payment. We will after an EQA visit send the completed centre **EQA report within 14 working days after the visit**. We will telephone or email each centre, after the EQA report has been sent within a further 7 working days, to ensure it has been received and answer any questions relating to it.
- Regular training events
- An assurance that our business is conducted in a professional manner at all times, and offers you best value for money
- Fair and competitive prices for all of our services which are outlined in our Fees and invoicing policy.

## General Support

We will endeavour at all times to:

- Respond to all telephone and e-mail enquiries within **2 working days**. The more involved or detailed replies will be completed in 5 working days
- Ensure a respectful, friendly and supportive attitude at all times to our centres and learners in all our dealings

- Ensure that the staff and associates of the company are appropriately qualified to carry out their roles in an effective manner

## Whom to contact if you wish to enquire about any aspect of our qualifications or services:

It is SafeCert Awards Ltd policy that all enquiries will be dealt with in a clear and friendly manner - with no undue delay and within **2 working days**. If we are unable to respond fully within 2 working days, we will provide you with an estimated response date.

Enquiries will be received initially by staff on the details below and then, if necessary, transferred to the relevant member of staff as shown below.

Telephone: 0845 500 2 100

Email: info@safecertawards.com

Post: Office Manager, SafeCert Awards Ltd, 38 Main Street, Gortin BT79 8PH

Office Hours: 9.30 am to 4.00 pm Monday to Friday with voicemail available outside of normal office hours.

Subject	Initial Contact
<ul style="list-style-type: none"> <li>• General Enquiries</li> </ul>	Fiona McCallion – Office Manager
<ul style="list-style-type: none"> <li>• Registration as a Recognised Centre.</li> <li>• Technical questions relating to qualifications.</li> </ul>	Fiona McCallion – Office Manager
<ul style="list-style-type: none"> <li>• Quality Assurance and centre monitoring and support</li> <li>• Complaints</li> <li>• Appeals</li> </ul>	Alison Whelan – Quality Assurance Manager Gerry McLaughlin
<ul style="list-style-type: none"> <li>• IT matters.</li> <li>• Accounts.</li> </ul>	Paul Horsburgh – General Manager
<ul style="list-style-type: none"> <li>• Processing of candidate registrations and certificates.</li> </ul>	Fiona McCallion – Office Manager

Please note, whilst we are extremely committed to responding fully to all external enquiries we are not obliged to disclose information if to do so, would be a breach of confidentiality and/or any other legal duty.

## Review and Monitoring

The content, effectiveness, and operation of the Customer Service Statement will be reviewed on a three-yearly cycle or before with any changes in regulatory requirements.

I the responsible person listed below authorise the use of the policy and have signed and dated it.

Company Name	SafeCert Awards Ltd	Company Address	38 Main Street, Gortin BT79 8PH
Responsible Person Name	Paul Horsburgh	Position	Director
Responsible Person Signature	<i>Paul Horsburgh</i>	Date	3 <sup>rd</sup> August 2023