



Customer
Service
Statement

Version History

Original: July 2014

V2: June 2017

Current: February 2019

Customer Service Statement



It is our intention to provide our customers including our Centres, their staff and their learners, 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 Focus Awards in light of experience and feedback.

Centre Support

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

- a user-friendly and supportive application process,
- access to a range of resources that will enhance your delivery, image and service that you offer your customers,
- an assurance of quality in respect of procedures and processes, along with a friendly and supportive EQA team,
- certificates issued for successful claims within 7 working days,
- an assurance that our business is conducted in a professional manner at all times, and offering you the best value for money,
- fair and competitive prices for all of our services which can be obtained in our fees policy.

General Support

We will endeavour at all times to:

- respond to all telephone and e-mail enquiries within 24 hours,
- ensure a respectful, friendly and supportive attitude at all times to everyone visiting and associated with the company, in whatever capacity,
- listen to and respond positively, in respect of feedback and suggestion,
- ensure that the staff and associates of the company are appropriately qualified and fit for purpose.

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

It is Focus Awards policy that all enquiries will be dealt **with** in a clear and friendly manner - with no undue delay and within 24 hours. If we are unable to respond fully within 24 hours we will provide you with an estimated response date.

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

Telephone: 0333 3447 388

Email: info@focusawards.org.uk

Post: Silicon House, Farfield Park, Manvers, Rotherham, S63 5DB

Office Hours: 9.00 am to 5.00 pm Monday to Friday with voicemail available outside of normal office hours.

Please note, in responding to external enquiries we are not obliged (as recommended by the regulator Ofqual) to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

Should you wish to contact Ofqual, their details are as follows:

Office of Qualifications and Examinations
Regulation
Spring Place
Coventry Business Park
Herald Avenue
Coventry
CV5 6UB

- E-mail: info@ofqual.gov.uk
- Telephone (Switchboard): 0300 303 3344
- Telephone (Helpline): 0300 303 3346