



Customer Service Statement

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Policy authorised by Responsible Officer

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1.0 Introduction

OTHM aims to deliver the highest standard of customer service at all times. This will include dealing with enquiries over the telephone, in writing via email or letter. We also welcome feedback and are pleased to receive comments and suggestions for improvement to our standards of service.

2.0 Customer Service Standards

Communication

- Ensure our contact details are visible on our website
- Return your phone call or replying to an email within 48 hours of receipt
- Provide information in a clear and straightforward manner using plain English
- Provide our publications in English or Welsh or Irish upon request
- Publish our fees clearly on the website with no hidden costs

Centre Approval

- Acknowledge receipt of centre approval application within 2 working days
- Centre approval application review process will be completed within 7 working days with detailed feedback provided by us to the Centre
- Allocate centre advisor to support the Centre through the approval process.
- Confirm approval for any additional qualifications or awards within 2 working days of receiving the completed form.

Learner registration

- Register learners within 5 working days of receipt of the correct registration forms

Quality assurance

- Allocate an external quality assurer within seven days of learner registration
- Provide quality assured assessment material if the qualification specification requires this
- Provide completed external quality assurance report within 5 working days following the EQA activity or quality visit
- Provide an annual calendar of training and networking events for centre staff

Certification

- Send certificates within 10 working days of the approval of EQA report.

3.0 Useful contacts

For more information on OTHM qualifications and services please visit the website: www.othm.org.uk. Alternatively, call at: +44(0)20 7118 4243 or email at: info@othm.org.uk

End of statement