

## TQUK 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.

### **TQUK Internal Responsibility**

The Operations Manager is responsible for the maintenance and compliance of this policy. If the Operations Manager is absent the Managing Director would appoint another member of the SMT to ensure all TQUK actions and activities are in line with the content of this policy

Below is a summary of our company commitments to our customers and which will be kept under regular review by TQUK 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
- A dedicated Client Relationship Officer
- An assurance of quality in respect of our procedures and processes
- Regular training events
- Regular communication on any regulatory changes
- Up to date industry news
- 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 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 24 hours.
- Issue certificates within 10 working days of a valid claim being received.

- Issue externally set and marked exam results within 5 working days of receiving a valid assessment submission
- 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
- Ensure that business is always conducted in a professional manner

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

It is TQUK policy that all enquiries will be dealt 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 details below and then, if necessary, transferred to the relevant member of staff as shown below.

Telephone: 03333583344  
 Email: account.managers@tquk.org

Post:

**Dunham House  
 Cross St  
 Sale  
 M33 7HH**

Office Hours: 8.00 am to 6 pm Monday to Thursday, and 8:30am to 5pm Friday.

| Subject   | Initial Contact             |
|---|-----------------------------|
| <ul style="list-style-type: none"> <li>• General Enquiries</li> </ul>   | Client Relationship Officer |
| <ul style="list-style-type: none"> <li>• Registration as a Recognised Centre.</li> <li>• Technical questions relating to qualifications.</li> </ul> | Client Relationship Officer |

|  |                             |
|--|-----------------------------|
| <ul style="list-style-type: none"> <li>• Quality Assurance and centre monitoring and support</li> <li>• Complaints</li> <li>• Appeals</li> </ul> | Quality team                |
| <ul style="list-style-type: none"> <li>• IT matters</li> <li>• Accounts</li> </ul>   | Client Relationship Officer |
| <ul style="list-style-type: none"> <li>• Processing of learner registrations and certificates.</li> </ul>  | Client Relationship Officer |

Please note, whilst we are extremely committed to responding fully to all 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.