

CUSTOMER SERVICE STATEMENT

September 2016

City & Guilds

Believe you can

OUR PURPOSE IS TO ENABLE PEOPLE AND ORGANISATIONS TO DEVELOP THEIR SKILLS FOR PERSONAL AND ECONOMIC GROWTH

OUR VALUES: LEADERSHIP · INTEGRITY · IMAGINATION

Here at City & Guilds we are committed to improving Customer Experience, we do this by listening to comments and feedback, and measure results by the service standards set out below.

Additional information and specific details on any of these statements are available from www.cityandguilds.com

CUSTOMER SERVICES

Customer Services is open from 8am to 6pm Monday to Friday. Where possible we will get you an immediate resolution to your enquiry, if not we will give you a Service Request number and get a resolution for you in 5 working days. We will aim to respond to emails, letters and faxes within three working days of receipt.

COMPLAINTS

Complaints will be acknowledged within one working day. The team will aim to have your complaint resolved within 8 working days. If we can't do this, we will work to resolve your issue and keep you updated on the progress.

APPROVAL AND EXTERNAL QUALITY ASSURANCE

We will aim to provide a decision, in relation to centre and/or qualification approval requests, within 30 working days of receipt of a completed application.

We will aim to process and action your external quality assurance report within 10 working days of the visit/activity.

EXAMINATIONS, REGISTRATIONS AND CERTIFICATES

We will aim to deliver all examination materials at least 10 working days in advance of the scheduled date providing a correctly validated order is received by us before the advertised entry closing date.

We will aim to process and confirm all candidate registrations within 10 working days of receipt.

We will aim to publish all centre assessed results within 48 hours of receipt of a valid result submission where all submitted records are provided in the approved format.

We will aim to publish all online multiple choice exam results within 48 hours and all online examiner marked results within 20 working days, following successful upload of the completed test.

We will aim to publish all paper examiner marked results on the Walled Garden within 32 working days, and all multiple choice results within 21 working days following receipt of correctly packaged and completed materials where such results are authorised for release.

e-Certificates will be available online within 24 hours of awarding, and we will dispatch paper certificates within 5 working days of awarding.

APPEALS PROCESS

We will provide a decision within 32 working days of receipt of an appeal about an examination result.

GENERAL INFORMATION

City & Guilds is committed to providing assessment material in English and Welsh according to demand. Consideration may be given to other languages.

Every year we will review and publish our fees annually to our centres.

Full information is available on our website:

www.cityandguilds.com

Customer Service queries should be sent to centresupport@cityandguilds.com or telephone 0844 543 0000. Feedback and complaints queries should be sent to feedbackandcomplaints@cityandguilds.com or telephone 020 7294 8444

Calls to our 0844 number cost 5 pence per minute plus your telephone company's access charge.