



## **The CQI Customer Service Charter**

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Our service charter sets out our commitment and the standards of service we aim to provide and what you can do if you are not satisfied.

Our service charter applies to everyone who has contact with the CQI including:

Members, auditors, practitioners and consultants  
Education centres and training providers  
Students, training course delegates, other customers and enquirers.

The CQI behaves at all times in accordance with its values of quality and care.

### **1. What can you expect from us?**

#### **▪ Clear communication**

We commit to assigning you a single contact person who takes ownership of your enquiry or membership until it is resolved.

We commit to providing clear requirements for membership and certification and clear descriptions of our processes and fees.

We commit to providing you with clear explanations regarding your options in terms of CQI membership or registration and providing recommendations.

We commit to assisting to identify your specific learning needs and suggesting a training or education solution which is right for you.

We commit to resolving any mistakes fairly, openly and honestly.

#### **▪ Timely communication**

We commit to defined response periods for dealing with your application and/or training booking.

We commit to responding to your questions and queries within two working days of receipt. If we cannot resolve your query within two working days, we will respond to you within an agreed time frame.

We commit to interacting with you on financial matters in a straightforward, correct and timely manner.

#### **▪ Independency and impartiality**

We commit to administering all aspects of our membership, certification and examination activities impartially, objectively and confidentially

#### **▪ Quality of product and service**

We commit to using appropriately-trained and competent personnel in the design, development and delivery of our products and services

#### **▪ A courteous, professional and friendly manner**

We commit to being professional, friendly and courteous in our dealings with you by: treating you with dignity and respect; behaving with honesty and integrity; identifying ourselves when we talk to you; having trained and professional staff who uphold this service charter.



- **Respect for your rights**

We commit to holding information about you in accordance with legal requirements and protecting your personal information by not disclosing it to anyone else without your consent or unless we are required to do so by law.

## **2. How can you complain if something goes wrong?**

- **Complaints and appeals**

We commit to dealing with your complaint fairly and independently according to our defined processes and procedures (hyper link to be included here)

- **Suggestions**

We value your suggestions for improving the **quality and care** of our service and you may do this by contacting us directly or through our periodic customer surveys.

## **3. How can you help us?**

You can help us provide you with the best service by:

- Quoting your unique CQI or IRCA certification number (if applicable) when you contact us.
- Notifying us of any changes to contact details including your email address, postal address and telephone number.
- Providing us with all the necessary information to support your application for certification or any complaint/appeal you wish to make.

## **4. How do we know if we have met our commitments to you?**

We conduct periodic customer surveys to measure general and specific aspects of our service.

We review suggestions and complaints.

We review our service-based key performance indicators on a monthly basis

We maintain service level agreements with our internal and external suppliers to ensure that they contribute effectively to your ongoing satisfaction.

We periodically review our measures to ensure they are relevant and reflect our commitment to identify and implement improvements to our service.

We actively encourage our staff to consider their interactions with you and suggest more professional ways to improve our service to you.

## **5. How to contact us**

Our website contains all [contact](#) details.