



EXAMINATIONS BOARD

Customer Service Targets

We aspire to be prompt and efficient at all times.
To provide comprehensive information and assistance.
Be polite, helpful, courteous and friendly.

Information and support

To provide relevant up to date information on our qualifications.
To respond to all letters, faxes and emails within 4 working days; we will usually address your query in full within this timescale. Otherwise we will advise you of the date by when we will send a full response, bearing in mind that we may have make further enquiries before we can address your query fully.

The Examination

To provide a clear and efficient registration process.
To ensure the examination procedure is run efficiently and well.

Results and certificates

To send results on the specified dates.
To send certificates on the expected dates.

Complaints procedure

If you submit a complaint to us on any area of our service as an Awarding Body, we will acknowledge it within 4 working days of receipt.

We will send you a response to your complaint within 10 working days of receipt. This will either address your complaint in full, or will advise you of the date that we will send a full response, bearing in mind that investigations may have to take place before we can address your complaint fully.