

CUSTOMER CHARTER

CQ is committed to providing a high quality and customer focussed service dedicated to achieving customer satisfaction

Our aims are to:

Provide a transparent and reliable service

Develop positive working relationships with customers

Offer clear guidelines and access to relevant guidance materials

Respond to our customers' needs and assist with the management of any problems identified

Details of customer services

General enquiries

- CQ aim to provide an initial response within 5 working days and where required a follow up response within 10 working days

Resources

- Resource requests will be issued within 5 working days
- Customers will be informed immediately of any unplanned time delays

Certification

Upon receipt of accurately completed certificate claim forms CQ will ensure:

- Verification checks to ensure authenticity
- Results entry onto CQ systems
- Certificates issued within 15 working days
- Replacement/duplicate certificates within 15 working days
- Customers will be informed immediately of any unplanned time delays

Candidate registration

- Candidate registration will be confirmed within 15 working days
- Confirmation will be accompanied or followed by invoice

Candidate appeals

- Can only be reviewed once the Centre's appeals procedure has been exhausted
- Written notification of appeal must be received by CQ within 30 days of the assessment
- Confirmation of receipt by CQ within 5 working days
- Review of appeal within 10 working days

Centre appeals

- Confirmation of receipt by CQ within 5 working days
- Review of appeal within 20 working days

Reasonable adjustment and special consideration enquiries

- Confirmation of receipt by CQ within 5 working days
- Confirmation of decision within 10 working days

Any enquiries or queries should be made directly to: enquiries@cqual.org