

Version	2
Date	August 2026
Review	August 2027



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