



## Customer Service Charter



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When you work with Lifetime Awarding you're working with an awarding organisation that sets itself apart, a dynamic company with a collaborative approach to doing business. We're consultative and innovative... everything that you, our customers, say you want an awarding organisation to be.

We're easy to work with, committed and passionate about exceeding our customers' expectations. We're not tied down by bureaucracy and red tape and can think outside the box and respond quickly to our customers' needs.

### Communication

- You'll be able to contact us during our office hours of 8.30am to 5.30pm Monday to Friday – our registration and certification system is available 24/7
- We'll answer the telephone and respond to e-mails very quickly
- We'll always be straightforward and transparent in our communication and published documents, using plain English at all times – no jargon
- Our website is easy to navigate and has downloadable versions of the documents, policies and procedures you may need

### Support and Information

- We'll provide you with named points of contact and you'll have access to our experienced and knowledgeable team by telephone, e-mail and in person
- Our External Quality Assurance Consultants (EQACs) are proactive and supportive, offering advice and guidance on improving best practice
- We'll work with you and provide all the support you need, from centre approval through to certification...and beyond, making everything as simple as possible for you
- We can arrange bespoke training at your premises if required

### Quality Assurance

- Our approach to quality is underpinned by a risk management system which evaluates each customer's ability to meet regulatory requirements.
- We tailor quality assurance support to suit your individual needs

### Feedback, Ideas and Compliments

Your feedback is very important to us. We're always open to suggestions when it comes to enhancing and improving our services, products and systems. Email us at [feedback@lifetimeawarding.co.uk](mailto:feedback@lifetimeawarding.co.uk) or call us on 0117 314 2800

### Complaints

If we do get things wrong, we'll make every effort to resolve your issues quickly and efficiently. If you'd like to raise a formal complaint then you can do so by email at [feedback@lifetimeawarding.co.uk](mailto:feedback@lifetimeawarding.co.uk)

### Fees

Our pricing structure is transparent and straightforward. Our fees are published on our website in a clear format with no hidden charges. Advance notice of at least 60 days will be given on any planned fee increases.

### Our Performance Pledge

Our Performance Pledge details our commitment to our customers on response times

