

## Customer Service Statement

IBSL aims to be a centre of excellence that provides customers with high quality assessments in the specialised area of British Sign Language.

Our values will be to:

- Act with integrity
- Be innovative
- Strive for excellence

IBSL are committed to achieving quality service standards which are detailed below:

In communicating with our customers, we will:

- Listen to our customers' requests and respond positively to them
- Answer telephone calls and enquiries courteously, promptly and knowledgeably
- Aim to respond to and resolve enquiries to our customer's satisfaction within seven working days of receipt
- Acknowledge correspondence, including faxes, emails, complaints, within seven working days of receipt
- Respond to correspondence within 14 working days of receipt
- Deliver an outline course of action in respect of complaints within 14 working days of receipt

With regard to centre and scheme approval requests, Learner and assessment information, we will:

- Provide an informed decision in relation to centre approval requests within 30 working days of receipt;
- Confirm Learners' registrations or enrolments within 7 working days of receipt;
- Provide results within 28 working days of receipt of BSL signed assessment papers;
- Provide IBSL certificates to Learners within 10 working days of confirmation of results (certificates awarded by external awarding bodies will be sent to Learners as soon as they are received);
- Provide results for examiner-marked written assessment papers within 42 working days of receipt;
- Provide an appeals decision for "appeals against results" within 32 working days of receipt;
- Issue question papers or examination/assessment papers at least 10 working days before the examination for entries received by the published closing date;
- Dispatch assessment information and/or any other publications/documents relating to courses/qualifications within 7 working days of receipt.

We will monitor and make available appropriate collated data on our performances in dealing with our customers annually.

We will maintain and update the IBSL website, [www.ibsl.org.uk](http://www.ibsl.org.uk), on a regular basis to ensure that customers are able to access and/or download up-to-date information and documents.