FQP Customer Service Statement Policy

FOCUS AWARDS

Version History

Version	Date	Author	Change Description
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2	October 2024	Melissa Pennington	Formatting

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Introduction

It is our intention to provide our customers including our Centre's, their staff and their learners, with the very best of service, support, advice and facilitation.

Below is a summary of our company commitments to our customers and which will be kept under regular review by Focus Awards in light of experience and feedback.

Centre Support

We will endeavour at all times to provide you (i.e. Centre's) with:

- a user-friendly and supportive application process,
- an assurance of quality in respect of procedures and processes, along with a friendly and supportive EQA team,
- certificates issued for successful claims within 7 working days,
- an assurance that our business is conducted in a professional manner at all times, and offering you the best value for money,
- fair and competitive prices for all of our services which can be obtained in our fees policy.

General Support

We will endeavour at all times to:

- respond to all telephone and e-mail enquiries within 24 hours,
- ensure a respectful, friendly and supportive attitude at all times to everyone visiting and associated with the company, in whatever capacity,
- listen to and respond positively, in respect of feedback and suggestion,
- ensure that the staff and associates of the company are appropriately qualified and fit for purpose.

Who to contact if you wish to enquire about any aspect of our FQP Provision or services:

It is Focus Awards policy that all enquiries will be dealt in a clear and friendly manner - with no undue delay and within 24 hours. If we are unable to respond fully within 24 hours, we will provide you with an estimated response date.

Enquiries will be received initially by staff on the number below and then, if necessary, transferred to the relevant member of staff as shown below.

Telephone: 0333 344 7388
Email: info@focusawards.org.uk
Post: Silicon House, Farfield Park, Manvers, Rotherham, S63 5DB

Office Hours: 9.00 am to 5.00 pm Monday to Friday with voicemail available outside of normal office hours.

Contact us

If you have any queries about the contents of the policy, please contact our support team

E: info@focusawards.org.uk

T: +44(0)333 3447 388