



Customer Service Statement

Version History

Version	Date	Author	Change Description
Original	July 2014	Quality Assurance	
2	June 2017	Quality Assurance	Review
3	February 2019	Quality Assurance	Review
4	February 2022	Sarah Edmundson	Formatted and design update
5	October 2022	Stephen Thompson	Review, proofreading, revision
6	December 2023	Melissa Pennington	Design Change

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Customer Service Statement

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

Below is a summary of our company commitments to our customers, which are kept under regular review by Focus Awards considering experience and feedback.

Centre Support

We will always endeavour to provide you (i.e., Centres) with:

- a user-friendly and supportive application process,
- access to a range of resources to enhance your delivery, image, and the service you offer your customers.
- quality assured procedures and processes, backed by a friendly and supportive EQA team.
- certificates issued within 7 working days for successful claims
- assurance we will always conduct our business in a professional manner and offer you the best value for money.
- fair and competitive prices for all our services, which are listed in our Fees Policy.

General Support

We will always endeavour to:

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

Calls

Focus Awards record all calls for training, compliance and quality purposes.

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

Focus Awards' policy is that all enquiries are dealt with in a clear and friendly manner without 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.

Staff receive initial enquiries during office hours on the telephone number below and will then transfer callers to a more appropriate or knowledgeable member of staff if necessary:

E: info@focusawards.org.uk

T: +44(0)333 3447 388

Focus Awards Head Office Address:

Focus Awards
Silicon House
Farfield Park
Manvers
Rotherham
S63 5DB

Office Hours: 9.00 am to 5.00 pm Monday to Friday with voicemail available outside these times.

Please note: In responding to external enquiries, we are not obliged (as recommended by the regulator Ofqual) to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

Should you wish to contact Ofqual, their details are as follows:

Office of Qualifications and Examinations Regulation
Earlsdon Park
53-55 Butts Road
Coventry
CV1 3BH

E: public.enquiries@ofqual.gov.uk

T: +44(0)300 303 3344

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