

## Customer Charter

This Customer Charter tells you about SQA Accreditation's service-levels and our complaints and feedback policy. We set out our commitment to awarding bodies, standards setting organisations and, where appropriate, individuals who have exhausted other avenues of complaint open to them.

## Contents

- [Our Customer Service Commitment](#)
- [Our Commitment to Equality](#)
- [Access to Information](#)
- [Our Service Level Statements](#)
- [Process for Feedback and Complaints](#)

## Our Customer Service Commitment

We believe that you come first, and that you are entitled to expect excellent customer service from us.

The corporate values of SQA are to be:

- Progressive
- Enabling
- Trusted

In order to fulfil these values your feedback is important to us. We look to proactively engage and learn from you in a variety of ways including, but not limited to:

- satisfaction surveys
- consultations
- stakeholder events

If you have comments to make about any of our services, please contact us:

Telephone: 0345 213 5249  
E-mail: [accreditation@sqa.org.uk](mailto:accreditation@sqa.org.uk)  
Fax: 0345 213 5000

We will endeavour to use your feedback to continually improve our service.

## Our Commitment to Equality

SQA is committed to promoting equality of opportunity and to a culture that respects difference. We aim to meet equality legislative requirements and ensure the diverse needs of the communities across Scotland are taken account of in all our activities.

Please visit the [equality web page](#) to find out more about our corporate commitment to equality.

## **Access to Information**

Our statement on [Access to Information](#) sets out our corporate responsibilities with regards to the Data Protection Act 1998, the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004.

## **Our Service Level Statements**

We are committed to the following levels of service:

### **Responding to correspondence**

We respond to written correspondence - letters, faxes and e-mails within 10 working days, or within timescales previously agreed with the customer. Where a full response is not possible within 10 working days, we send an interim response within seven working days and a fuller response within a further 15 days or within timescales previously agreed with the customer.

### **Approval of awarding bodies and accreditation of qualifications**

We will:

- acknowledge receipt of accreditation submissions within five working days
- present submissions to Accreditation Coordination Group (ACG) within 20 working days from receipt of requisite quality documentation
- present quality new awarding body applications to ACG within 30 working days from receipt of requisite quality documentation
- provide written confirmation of decisions made at ACG within five working days

### **Audit of awarding bodies and provider monitoring activity**

We will:

- confirm in writing the date of the audit and the name(s) of the auditor(s) at least eight weeks prior to the audit
- provide verbal feedback on the day of the audit
- confirm the findings of the audit in writing in the form of an audit report within six weeks of the audit
- conduct monitoring activity to a sample of providers (centres)
- provide the awarding body with a formal report on the provider monitoring visits within six weeks of the last monitoring activity

### **Availability of Staff**

Staff in [SQA Accreditation](#) are available between 9.00am and 5pm on weekdays, with the exception of public holidays.

## **Process for Feedback and Complaints**

We welcome all feedback from customers about our services and staff. Positive and constructive feedback is important and helps us to tailor our services and processes to best fit your needs.

Please note any complaints or appeals relating to ACG decisions should follow the [ACG appeals process](#)

We will act promptly to address issues and complaints. When an issue is raised with us:

- we will listen to you, and make every effort to understand the reasons for raising the problem
- we will try to resolve your problem at your first point of contact
- we will try to offer solutions as quickly as possible
- we will take responsibility for bringing your issue to a resolution

## **Resolving Issues**

If you have identified something problematic with our services or processes, in the first instance get in touch with your named contact in SQA Accreditation. If you don't have a named contact please phone 0345 213 5249 to speak to a member of our team or e-mail: [accreditation@sqa.org.uk](mailto:accreditation@sqa.org.uk).

Our target is to resolve such complaints within five working days. In exceptional circumstances however, where additional time is required to investigate and conclude to the complainant's satisfaction, we may look for an extension of a further five working days.

If the matter you are concerned about is serious, you may wish to use our formal complaints procedure.

## **Complaints Procedure**

Complaints and feedback can be made in writing, in person, by telephone by email or online, or by having someone contact us on your behalf. It is beneficial to submit in writing to provide clarity. You may submit your complaint in Gaelic. Our staff will make sure that your complaint is entered into our formal complaints process. We will acknowledge your complaint within five working days.

We will aim to provide you with a considered response within 20 working days of receiving your complaint.

If for some reason we cannot resolve the matter within 20 working days, we will keep you informed of the delay, the reasons for it, and will give you a date by which we will be able to give a full reply.

If you are unhappy with the response we make to your formal complaint, please write detailing your reasons, within 28 days to:

Head of Accreditation  
Scottish Qualifications Authority  
The Optima Building  
58 Robertson Street  
GLASGOW  
G2 8DQ

The Head of Accreditation will review your complaint and our response to you on behalf of our Chief Executive. A reply will be sent to you within 15 working days. In exceptional circumstances, the complaint may be referred to our Accreditation Committee. You will be advised if this course of action is taken.

If you are still dissatisfied with our response, you can, under the terms of the Scottish Public Ombudsman Act 2002, ask the Ombudsman to look at your case. You must normally submit your request to the Ombudsman within 12 months of first raising the matter with SQA. You can contact the Scottish Public Service Ombudsman at:

Scottish Public Service Ombudsman  
Freepost EH641  
EDINBURGH  
EH3 0BR  
Telephone: 0800 377 7330  
Text: 0790 049 4372  
Fax: 0800 377 7331  
E-mail: [ask@spsso.org.uk](mailto:ask@spsso.org.uk)