

Customer Service Statement

ABBE is committed to providing an excellent service to our customers. As part of our Customer Service commitment, we will:

- Acknowledge receipt of a complaint within **two** working days, providing a proposed timescale for when a formal response will be given
- Acknowledge receipt of an appeal within **two** working days of the receipt of the appeal
- Respond to telephone messages within **three** working days
- Acknowledge and, where possible, respond to general enquiry emails, within **three** working days
- Acknowledge and, where possible, respond to emails relating to external quality assurance, within **five** working days
- Acknowledge and, where possible, respond to emails relating to qualification development, within **five** working days
- Issue qualification and unit certificates to the centre within **five** working days of receipt of completed Certificate Request Forms at ABBE
- Provide confirmation of decisions on centre approval and approval to offer additional qualifications within **five** working days of receipt of the evaluation report
- Issue formal notification of suspected malpractice or maladministration within **five** working days of the initial notice raised to ABBE

Complaints

We aim to ensure that the service provided by ABBE is of the highest standard. However, we recognise that there may be instances where a centre or learner wishes to complain about an aspect of ABBE's service.

Should a centre or learner wish to raise a complaint about the service provided by ABBE, this should be sent in writing to:

ABBE,
Birmingham City University,
Curzon Building,
4 Cardigan Street,
Birmingham,
B4 7BD

E: abbeenquiries@bcu.ac.uk