

INSTITUTE OF HOSPITALITY AWARDING BODY

Customer service statement

AB 001

Contents

- 1. Introduction 3
- 2. Customer Service Targets 3
- 3. Data protection 4
- 4. Monitoring and evaluating the Customer Service Statement..... 4

1. Introduction

- 1.1** The Institute of Hospitality Awarding Body is committed to providing an efficient and high standard service to all its stakeholders (**Condition D4.1**) including learners, prospective learners, and approved centres (for the purpose of this document, these will collectively be referred to as customers).
- 1.2** The Institute of Hospitality Awarding Body is committed to promoting fairness and equality of treatment in all its dealings with all its customers and making sure that its service is:
- Consistent with other awarding organisations offering similar qualifications.
 - Cost effective.
 - Courteous, consultative and responsive.
 - Open and informative.
 - Prompt and efficient.
 - Streamlined and manageable.
- 1.3** The Institute of Hospitality Awarding Body is committed to making sure that all information provided to customers, and used in the advertising and promotion of its qualifications, is accurate and not misleading in any way (**Condition E2.3**).
- 1.4** The Institute of Hospitality Awarding Body is dedicated to investigating and resolving any enquiries fairly, openly, and quickly.
- 1.5** The Institute of Hospitality Awarding Body expects its members of staff and complainants to behave respectfully, courteously, and in a professional manner. Abusive behaviours will be challenged, with the Institute of Hospitality Awarding Body reserving the right to discontinue communicating with the customer if such abusive behaviours continue.
- 1.6** Any service failure is fully investigated to identify ways to prevent such events from recurring.

2. Customer Service Targets

- 2.1** The Institute of Hospitality Awarding Body aims to:
- Make relevant information available to the Institute of Hospitality Awarding Body's approved centres for them to disseminate to learners as appropriate in downloadable format and paper based format, if required.
 - Issue results of online tests within 4 working days¹ (test results are immediately available to candidates on completion of the test in the examination room).
 - Issue results of written examination within 42 working days of the examination date
 - Issue Qualification certificates and Academic Transcripts within 12 weeks of the examination date (subject to all payment fees being received.)
 - Deal with emails and telephone calls promptly and politely.
 - Respond to all written enquiries promptly and politely.

¹ With the exception of seasonal closure in December.

- Respond to all correspondence within 5 working days providing a contact name and number for further enquiry.
- Make sure that all correspondence, assessment results and reports are treated in the strictest confidence.
- Provide help and advice to customers, approved centres and third parties in an appropriate form and which meets the purpose of their enquiry.

3. Data protection

- 3.1** The Institute of Hospitality Awarding Body will hold customers' personal data on a computer database. This information may be accessed, reviewed and used by the Institute of Hospitality Awarding Body for administrative purposes (for example, processing examination results and contacting individuals in respect of their certification), and in conducting marketing research.
- 3.2** The Institute of Hospitality Awarding Body will not willingly disclose information that would breach a duty of confidentiality or any other legal duty (**Condition D4.2**).

4. Monitoring and evaluating the Customer Service Statement

- 4.1** The statement is reviewed as part of the Institute of Hospitality Awarding Body's self-evaluation arrangements. It is revised as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities, for example, to align with any appeals and complaints process established by the regulatory authorities, such as Ofqual (**Condition I2.1**).

Published by the Institute of Hospitality.

This publication may not be reproduced, stored or transmitted in any form or by any means except with the prior permission in writing of the publisher, or in the case of reprographic reproduction in accordance with the terms and licences issued by the Copyright Licensing Agency.

About the institute of hospitality

The Institute of Hospitality represents professional managers in the hospitality and tourism industries and has a worldwide membership. The Institute of Hospitality is managed as an educational charity, and exists to benefit its members in their career and professional development, as well as continuing to improve industry sector standards. The primary purpose of the Institute of Hospitality is to:

“promote the highest professional standards of management and education in the international hospitality, leisure and tourism industries”.

The Institute of Hospitality Awarding Body is an awarding organisation regulated and accredited in England by the Office of Qualifications and Examinations Regulation (Ofqual).

Contact details

For further information or guidance please contact:

Institute of Hospitality Awarding Body
Trinity Court
34 West Street
Sutton, Surrey SM1 1SH
United Kingdom

Tel: +44 (0)20 8661 4900

Fax: +44 (0)20 8661 4901

Email: awardingbody@instituteofhospitality.org

Web: www.instituteofhospitality.org

The Institute of Hospitality Awarding Body documents can be found on the Institute of Hospitality Awarding Body's website www.instituteofhospitality.org and virtual learning website <http://moodle.instituteofhospitality.org> or obtained directly from the Institute of Hospitality Awarding Body.