

Complaints

If we get something wrong, we will acknowledge this, learn from it, and make improvements.

We hope that we can resolve any complaint you may have, quickly and informally. But should you wish to make a formal complaint, our Customer Complaints Policy is available for your use.

Complaints can come in two forms: **informal** and **formal**.

An **informal** complaint can often be rectified immediately and therefore you should first of all complain to the person that has been dealing with your affairs who will seek to rectify the situation as soon as possible. You will find a contact number on any correspondence we send to you.

A **formal** complaint requires investigation and a response. Only when you state that you want your query addressed as a formal complaint would we instigate the Customer Complaints Policy. The Operations Standards Director will respond to all written complaints within 15 working days. The Policy is available from the address below.

Available in an alternative format

Licensed by



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The **Diversity** of Learning

Customer Service Standards



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Customer Service Standards



Mission Statement

Open College Network North East Region's mission is to support learning and widen opportunity by recognising achievement through credit-based courses and qualifications.

Customer Service Statement

Open College Network North East Region provides a high quality, effective and efficient service. Providers are supported in the strategic development of their OCN provision, including on-going delivery, administration and quality assurance. Our staff are committed to providing these services in a responsive, accessible and prompt manner in accordance with our published Service Standards.

Service Standards

We aim to provide you with the best possible service, to enable you to cater for the needs of all your learners. We will do this by ensuring our service is:-

Prompt

- We will issue Recommendation for the Award of Credit forms (RACs) within 30 working days of receipt of correctly completed registration forms.
- We will issue certification of learner achievement within 30 working days of receipt of correctly completed RACs.
- We will issue duplicate RACs within 10 working days of receipt of a written request.
- We will issue duplicate certificates within 30 working days of receipt of a written request.

Efficient

- We will ensure our published information is up-to-date, accurate and accessible.
- We will use clear English in all our correspondence and documentation.
- We will ensure all our systems and procedures meet or exceed external audit requirements.
- We will ensure the accuracy of all our documentation.

Responsive

- Our friendly, trained staff will provide a courteous, prompt response to any enquiry you make.
- We will maintain a flexible approach in working with you to meet your needs.
- We will work with you in responding to the needs of your learners.

Supportive

- We will provide a programme of training and information sessions for all our providers.
- We will publish up-to-date guidelines on all aspects of our service.
- We will provide on-line access to appropriate documentation, news and information.
- We will allocate a named Quality Accreditation Manager to each provider, to give on-going support.
- We will appoint a Moderator to every Programme, on receipt of your learner registration documentation.
- We will inform you if a Moderator resigns, within 10 working days of receipt of their resignation.

Professional

- We will work to high professional standards, and we are committed to continuous improvement.
- We will use our resources to best effect, and conduct our work with integrity.
- We will provide you with information on our governance and management structure when your application for membership is accepted by the Board of Trustees.
- We will publish our Annual Accounts after the end of the financial year.

Please help us to help you

- Provide us with as much information as you can, when you make an enquiry.
- Circulate our documentation and information to all appropriate staff and/or learners promptly.
- Complete our documentation fully and accurately.
- Inform us, in writing, if one of your named contacts changes.
- Meet our deadlines:-
 - ✓ For courses of 12 weeks or less, Course and Learner Registration Forms should be returned within 25 working days of the start date;
 - ✓ For courses of 12 weeks or more, Course and Learner Registration Forms should be returned within 40 working days of the start date;
 - ✓ Return your signed Recommendation of the Award of Credit Forms to us within 5 working days of the Moderation visit.
- We will regularly ask you about the types of services you require, and your level of satisfaction with our existing services. The services we provide are only as good as your feedback, so please let us know how we can improve, so we can respond accordingly.