

ACPMA CUSTOMER SERVICE TARGETS & POLICY

We aspire to be prompt and efficient at all times.

Our aim is to provide an efficient, fair and effective service to our customers. This policy covers the service provided to customers by the ACPMA and its administration.

It covers:

How we will provide you with help and assistance
Standards of service you can expect
How to complain if you are unhappy with the service we provide
How you can make suggestions for improvements to our service

Our Targets with regards to Customer Service are:

Information and support

To provide relevant up to date information on our qualifications.

To respond to all letters, faxes and emails within 4 working days; we will usually address your query in full within this timescale. Otherwise we will advise you of the date by when we will send a full response, bearing in mind that we may have to make further enquiries before we can address your query fully.

The Examination

To provide a clear and efficient registration process.
To ensure the examination procedure is run efficiently and well.

Results and certificates

To send results on the specified dates.
To send certificates on the expected dates.

Complaints procedure

If you submit a complaint to us on any area of our service as an Awarding Body, we will acknowledge it within 4 working days of receipt.

We will aim to send a detailed response to your complaint within 10 working days of receipt. This will either address your complaint in full, or will advise you of the date that we will send a full response, bearing in mind that investigation may have to take place in order to be able to provide you with a fully detailed answer in order to hopefully address your complaint fully.

Provision of help and assistance

Guidance on the examination procedures and study can be accessed through our information packs and via the syllabi, examination regulations, appeals procedure and, where available, past examination questions and specimen questions. All of these documents are available for download from ACPMA website

Registration if applicable and Study fees for each qualification can be found on each webpage or posted out upon request

If you require a replacement certificate please refer to the official form available from ACPMA website

Additional needs

If you have any additional needs (for example related to a disability), we will provide assistance where we can. There is an **Additional Needs Policy**, available on the website ACPMA Awarding Body or we can email or post you a copy on request.

Bilingual assessment

Study for and assessment of ACPMA qualifications is currently available in the English language only, and all communications with candidates will be in English.

Examination Regulations and Appeals Procedures

We produce documents detailing our **Examination Regulations** and **Enquires and Appeals Procedure**, which are available to you on our website ACPMA or they can be emailed or posted to you. Upon booking Assessed examinations you are confirming you have read the relevant Examination Regulations please familiarise yourself with the relevant document for the subject area you are undertaking. They set out both your rights and the rights and regulations of the Examinations Board and you are agree to the Terms and Conditions applied.

Examination Results

Examination results will be sent out to candidates in accordance with the timescales set for the method of assessment taken. Please see individual qualification information for further details. In order to preserve confidentiality examination results can only be notified by post, and not by telephone, e-mail or any other means. Should you not receive your results by the expected date, please notify us immediately.

If you wish to appeal against an examination result, please refer to the **Enquiries and Appeals Procedure** available on ACPMA website.

www.acpmaglobal.com

If you wish to complain

If you are unhappy with any aspect of our service, (aside from your examination marking, which is covered by the Enquires and Appeals Procedure), please refer to the **Complaints Procedure** available from ACPMA website : acpmaglobal.com

Contact us

ACPMA can be contacted via telephone on 0845 250 6008, in writing to the above address or by e-mail to info@acpmaglobal.com .The office is available Monday to Thursday between the hours of 9.00 a.m. to 5.30 p.m and Friday between the hours of 9.00 a.m. and 5.00 p.m. We will endeavour to answer your questions or requests for assistance immediately. Where we have to seek assistance from elsewhere, we will respond within 10 days. If this is not possible, we will tell you why and when you can expect a reply.

However you choose to contact us, we will:

- ❖ Provide a clear, accurate and helpful response
- ❖ Be clear about what action you need to take and by what date, if applicable
- ❖ Be courteous and professional

Privacy and confidentiality

We will deal with your affairs on a strictly confidential basis. All mail will be sent to the address instructed by you. No examination results or information about you will be divulged to any other person EXCEPT where you have given express permission in writing for this to happen.

Improvements to our service

We welcome your comments and suggestions and use them to improve our services and procedures. We send out feedback sheets regularly to candidates, but if you have any suggestions for improvement, please send them to the Head of Qualifications at the ACPMA.
National Federation of Property Professionals Awarding Body

Website: www.acpmaglobal.com

Email: info@acpmaglobal.com