

Customer Service Charter

At SLQ we recognise that you, the customer, are the most important element of our organisation. As a result we have developed this Customer Service Charter.

Activity	Pledge
Enquiries	We will aim to respond to all enquiries (by email/fax/telephone) within 2 working days.
Course Applications	Centre and course applications will be processed within 5 working days of receipt.
Learner Registrations	Learner registration will be processed within 20 working days of receipt.
Learner Certificate Requests	We will aim to issue learner certificate within 20 working days of receipt unless satisfactory Quality Assurance engagement is required.
Replacement Certificates	We will aim to issue requests for replacement certificate within 20 working days. See replacement certificate process in Centre Manual
Formal Customer Complaints	We will aim to respond to formal customer complaints within 5 working days and aim for full resolution within 20 working days as outlined in our Complaints and Whistleblowing Policy
Feedback	We will provide consistent opportunities for you to feedback your views regarding our customer service. Through our Customer Team, Partnership team and Quality Assurance engagements.
Tutor Training Requests	Tutor Training requests will be processed and confirmed within 5 working days.
Telephone Calls	We will answer your telephone calls courteously, promptly and professionally

Contact Us

For any questions or queries regarding this policy, please contact customer services manager via:

Post:

SLQ
 24 Linford Forum
 Rockingham Drive
 Linford Wood
 Milton Keynes
 MK14 6LY

Phone: 01908 689180

Email: contact@sportsleaders.org