



Customer Service Statement

Open College Network North West Region (OCNNWR) is a regional partnership providing a high quality accreditation service which is informed by the needs and aspirations of learners.

Customer Service Statement

The OCN provides a high quality, effective and efficient service. Member organisations 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 confirmation of Centre Recognition within 20 working days of the centre recognition meeting for all centres which are able to meet our terms and conditions
- We will issue certification of learner achievement within 35 working days of receipt of correctly completed & verified Recommendations for the Award of Credit.

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 on-going training and information sessions to all members.
- 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 Business Development Advisor, Quality Reviewer and Administrator to each member, to provide on-going support.

Professional

- We aim to work to high professional standards, and we are committed to continuous improvement.
- We aim to use our resources to best effect, and conduct our work with integrity.

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.
- 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.

Complaints

If you are unhappy with our service we want you to let us know. We will then do our best to rectify this quickly and satisfactorily.

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 Complaints Policy is available for your use.

An informal complaint can often be rectified immediately and therefore you should first of all complain to the person you have been dealing with who will seek to rectify the situation as soon as possible.

A formal complaint requires investigation and a response. Formal complaints should be received in writing in accordance with our **Complaints Policy**. We will respond to all written complaints within 15 working days of receipt.