

The Signature loyalty programme FAQ's



Why has my centre only reached a certain milestone?

We have determined centres' length of service using the information in our databases. We have also taken into consideration centres who have taken a break from being an approved centre and offering our qualifications; up to two years. If you were not approved for longer than two years, your centre will start again from zero years.

Although we believe this to be correct, please get in touch with us if you think there has been an error. You can email us at communications@signature.org.uk

I have just reached my next milestone this week. Can I have a new certificate?

Certificates will be issued in September on an annual basis. If you reach your next milestone at any point during the year, you will need to wait until the following September.

Why do I have to wait until the next milestone to acknowledge my years?

Although every centre will be acknowledged, only those who have reached their 3, 6 or 10 year milestone will receive a certificate highlighting this. Centres who are yet to reach their 3 year milestone will still receive a certificate showing their approved status.

The chocolate I received is unsuitable.

Nutritional information can be found on the chocolate packaging. We apologise if the chocolates you received were unsuitable, but unfortunately we are unable to offer an alternative.

I have concerns over another centres' reputation. Why have they reached a certain milestone?

To distinguish a centres' length of service, we have used the information from our database. We therefore believe this to be correct. The Signature loyalty programme only takes into account the amount of time that a centre has been working with Signature. We do not take anything else into consideration.

How did Signature compile the data?

To distinguish a centres' length of service, we have used the information from our database. We therefore believe this to be correct. If you believe there to be an error, please contact us directly at communications@signature.org.uk

Does the loyalty programme replace the Signature Annual Awards?

The Signature loyalty programme does not replace the Signature Annual Awards. However, the absence of the awards this year has allowed us to look at new ways of celebrating our centres.

What is the point of the Signature loyalty programme, and do I have to get involved?

The Signature loyalty programme has been created to recognise our centres for their loyalty to us, and length of service. We will provide all centres with a certificate. In terms of involvement, you are not required to do anything. As part of the launch party, we will be encouraging you to share your photos on social media but this is optional.