

CUSTOMER SERVICE STATEMENT

Signature promotes excellence in communication with deaf and deafblind people. Our responsibility is to provide a high level of service for centres delivering our qualifications to candidates.

We aim to provide a strong service on our values which are:

- Understand customer needs
- Provide high quality service
- Be efficient and transparent in our dealings with customers.

What you can expect from us:

- An open, transparent and informative service
- Accessible communication with us through a range of services including interpreters live, website translation etc
- Efficient and safe online facilities
- A prompt and efficient response
- Appeals, complaints or any report of malpractice acknowledged on receipt
- Annual review of fees
- Online access to all of our Qualification Specifications and Assessment regulations
- Results to be released within 6 weeks after the assessment date, where possible
- Certificates to be issued within 2 weeks of the final assessment result being released.
- Replacement Certificates to be issued within 4 weeks of the payment being received.

Signature is committed to providing an informative service by:

- Maintaining and updating the Signature website to keep customers informed
- Monitoring performance to strive for excellence to deliver improvements
- Where necessary, any changes will be applied in a cost effective and efficient way to ensure best value for our centres and other customers
- Notifying our centres and other customers of any changes promptly
- Providing centre and news updates via our website
- Ensure that our units/qualifications and policies are available on our website.