

## Document Change History

This is version 2.0 of the Customer Service Statement. This policy is for internal and external use.

This policy is subject to regular revision and maintained electronically. Electronic copies are version controlled.

Version 2.0 August 2018

Section Title	Change
5. Quality Assurance	rephrased industry consultation Updated moderation terminology
9. Responding to customer enquiries	Details for contacting RSL
4. Appeals and Complaints	Contact for appeals
3. Data	Updated legislation reference

# Customer Service Statement

## Service Aim

RSL is committed to providing each customer with a transparent and efficient service. Our aim is to provide the best service and academic levels to our customers.

RSL Staff are committed to:

- Providing calm, courteous and efficient service to every customer
- Providing accurate and informed responses to academic queries
- Providing timely responses to customer queries in line with our KPIs
- Treating all customers equally
- Ensuring fair and open assessment for all candidates and learners

## 2. Issue and review

The date of issue of this policy is September 2018. This policy will be reviewed annually.

## 3. Data

RSL will comply in full with the UK Data Protection Act 2018 and will not distribute or sell any information given for the purposes of assessment for any reason other than the facilitation of that assessment, or with the customer's express permission.

RSL will protect candidate confidentiality by releasing results only to the examination or assessment entrant.

## 4. Appeals and Complaints

Please see the RSL website for details on our Appeals and Complaints Policies and ways to make an Appeal or Complaint. All Appeals and/or Complaints should be made in writing to [appeals@rslawards.com](mailto:appeals@rslawards.com) or to the attention of the Appeals Panel at head office.

## 5. Quality Assurance

RSL has a robust quality assurance process which aims to provide the best quality syllabi for customers, as well as a strict monitoring of assessment standards to retain consistency and academic rigour.

RSL's key quality checks include:

- Regular moderation / external quality assurance and sampling of assessments
- Robust and demanding training for examiner/assessors along with ongoing CPD and further training as necessary
- Industry consultation for syllabus development
- Ongoing reviews to ensure qualifications remain current and fit for purpose
- Periodical reviews of customer feedback following assessment

## 6. Issue of certificates

RSL will under normal circumstances issue results and certificates with the following deadlines:

- Graded examinations and Diplomas ---a maximum of 6weeks after the examination
- Vocational qualifications -4 weeks after the verification of results

## 7. Accessing the syllabi

RSL will publish in English, free of charge, and with full public access, the syllabus specification for every current qualification it offers on [www.rslawards.com](http://www.rslawards.com)

## 8. Fees and Dates

RSL will publish on their website the full fees for every qualification offered as well as dates for application and assessment where applicable.

## 9. Responding to customer enquiries

All telephone and email enquiries regarding the UK and Ireland and any other country without an official RSL representative should be directed to the head office contacts below.

All countries with official RSL representation will have their own regional contact number and email address which can be found on the RSL website [www.rslawards.com/choose-your-country](http://www.rslawards.com/choose-your-country)

### By telephone

The telephone will be answered in person during office hours from 08:30 to 17:00 (UK time), Monday to Friday. The contact for the head office is 0345 460 4747.

### By email

If you are contacting the office outside of the phone hours or prefer to communicate by email, please use the relevant email contacts:

Music exams: [info@rslawards.com](mailto:info@rslawards.com)

PAA exams: [paa@rslawards.com](mailto:paa@rslawards.com)

Diplomas: [diplomas@rslawards.com](mailto:diplomas@rslawards.com)

Vocational Qualifications: [vocational@rslawards.com](mailto:vocational@rslawards.com)

Syllabus and technical enquiries: [technicalenquiries@rslawards.com](mailto:technicalenquiries@rslawards.com)

We aim to respond to all emails within 5 working days. However more complex enquiries may take longer to resolve and syllabus queries may take up to 14 days for full responses.