

## **Customer Service Statement**

### **1. Quality of service**

We are dedicated to providing examinations, assessments and related publications to the highest possible standards to enable candidates to achieve their full potential. We endeavour to give a reliable standard of service, including taking the greatest care to ensure consistency and reliability of our examination results across time, and wherever the examinations take place. In working with you, we expect to offer you an excellent service, courteous treatment, and to recognise and respect your rights as an individual.

### **2. Standards of service**

The following represent the standard of service that we offer to teachers, parents and candidates:

- i) We will answer your letters and other communications promptly, within 15 working days of receipt.
- ii) We will speak courteously to you on the telephone and attempt to resolve any problems and answer any enquiry.
- iii) We will consult all who use our services regularly to give the opportunity for feedback leading to improvement.
- iv) We will provide regular information about our qualifications and services and give reasonable notice of any changes.
- v) Candidates will be informed of the dates and times of their examinations within a reasonable period after our receipt of their examination entries, and not later than two weeks before the examination is due to take place.
- vi) Candidates will normally be notified of their results not later than four weeks after the examination took place.
- vii) Certificates will be issued to successful candidates not later than eight weeks after the examination took place.
- viii) Enquiries and appeals will be promptly dealt with in relation to our relevant policy, and our response to any formal appeal will be issued not later than three months after the appeal was lodged with us.

### **3. Language**

Please note that our examinations are only offered in the medium of the English language.

### **4. Examination fees**

The fee structure for all our examinations for the current year can be obtained from us by post or on our website: [uwl.ac.uk/lcmexams](http://uwl.ac.uk/lcmexams)

## 5. How to contact us

You are invited at any time to ask us about any aspect of our service by contacting the Director of Examinations at the address shown below. On the other hand, you may wish to contact other specific members of our team as follows:

- i) About examination entries or any other aspect of examination administration:  
Senior Examinations Officer, Janet Lill  
tel. 020 8231 2624, email [janet.lill@uwl.ac.uk](mailto:janet.lill@uwl.ac.uk)
- ii) About examination certificates or the issuing of results:  
Examinations Information Officer, Alexandra Marchant  
tel. 020 8231 2097, email [alexandra.marchant@uwl.ac.uk](mailto:alexandra.marchant@uwl.ac.uk)
- iii) About accreditation, UCAS points, advertising or the website:  
Qualifications & Marketing Officer, Andrew Hatt  
tel. 020 8231 2615, email [andrew.hatt@uwl.ac.uk](mailto:andrew.hatt@uwl.ac.uk)
- iv) About our publications:  
Publications Administrator, Clare Harvey  
tel. 020 8231 2203, email [clare.harvey@uwl.ac.uk](mailto:clare.harvey@uwl.ac.uk)
- v) Any enquiries in relation to Music examinations:  
Chief Examiner in Music, Philip Aldred  
tel. 020 8231 2258, email [philip.aldred@uwl.ac.uk](mailto:philip.aldred@uwl.ac.uk)
- vi) Any enquiries in relation to Drama & Communication examinations:  
Chief Examiner in Drama & Communication, Dr Stephen Hazell  
tel. 020 8231 2362, email [stephen.hazell@uwl.ac.uk](mailto:stephen.hazell@uwl.ac.uk)

## 6. Complaints

If you wish to register a complaint about any aspect of our examinations, please write to the Director of Examinations, Professor John Howard (contact details below).

## 7. Monitoring of our service

The Director of Examinations is responsible for monitoring the service given to all our customers, including the collection of any relevant data, and reports to the Graded Examinations Management Board about our standards of customer service annually. If you have any concerns or questions about the examinations, please contact him at the following address:

Professor John Howard  
Director of Examinations  
University of West London, London College of Music Examinations, Walpole House,  
18-22 Bond Street, Ealing, London W5 5AA  
tel. 020 8231 2617, email [john.howard@uwl.ac.uk](mailto:john.howard@uwl.ac.uk)