

# **SQA Accreditation Customer Charter**

# Contents

1	Our Customer Service Commitment	2
2	Our Commitment to Equality	2
3	Access to Information	3
4	Our Service Level Statements	3
5	Process for Feedback and Complaints	4

# 1 Our Customer Service Commitment

We believe that our stakeholders come first, and that excellent customer service is essential. We strive to achieve this through personal accountability and professional commitment, working with stakeholders to ensure that our products and services meet your needs.

The corporate values of SQA Accreditation are that we will be:

- ♦ progressive
- ♦ enabling
- ♦ trusted

In addition, we also adhere to the Five Principles of Better Regulation by being:

- ♦ proportionate
- ♦ accountable
- ♦ consistent
- ♦ transparent
- ♦ targeted

To fulfil these values, stakeholder feedback is important to us. We look to proactively engage and learn from you in a variety of ways including, but not limited to:

- ♦ satisfaction surveys
- ♦ consultations
- ♦ stakeholder events

If you have comments to make about any of our services, please contact us:

Telephone: 0345 213 5249

Email: [accreditation@sqa.org.uk](mailto:accreditation@sqa.org.uk)

We will endeavour to use your feedback to continually improve our service.

## 2 Our Commitment to Equality

SQA Accreditation is committed to promoting equality of opportunity and to a culture that respects differences. We aim to meet equality legislative requirements and ensure the diverse needs of the communities across Scotland are taken account of in all our activities.

Please visit the [equality web page](https://www.sqa.org.uk/sqa/25339.html)<sup>1</sup> to find out more about our corporate commitment to equality.

---

<sup>1</sup> <https://www.sqa.org.uk/sqa/25339.html>

### 3 Access to Information

Our [Accreditation Privacy Statement](#)<sup>2</sup> sets out our corporate responsibilities with regards to the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Our statement on [Access to Information](#)<sup>3</sup> sets out our corporate responsibilities with regards to the Data Protection Act 2018, the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004.

### 4 Our Service Level Statements

We are committed to the following levels of service.

#### Responding to correspondence

We respond to written correspondence — letters and emails within five working days, or within timescales previously agreed with the customer. Where a full response is not possible within five working days, for example if your enquiry is complex in nature or needs further research or information, we will aim to provide a full response within 20 working days. If our investigation into your enquiry will take longer than 20 working days, we will let you know when to expect a response.

#### Approval of awarding bodies and accreditation of qualifications

We will:

- ◆ acknowledge receipt of accreditation submissions within five working days
- ◆ present accreditation submissions that meet our standard to Accreditation Co-ordination Group (ACG) within 20 working days from receipt of submission
- ◆ present new awarding body applications that meet our standard to ACG within 30 working days from receipt of submission
- ◆ provide written confirmation of decisions made at ACG within five working days

#### Audit of awarding bodies and provider monitoring activity

We will:

- ◆ confirm in writing the date of the audit and the name(s) of the auditor(s) at least 40 working days prior to the audit
- ◆ provide verbal feedback on the day of the audit
- ◆ confirm the findings of the audit with the relevant awarding body in writing in the form of an audit report and action plan within 30 working days of the audit
- ◆ conduct monitoring activity to a sample of providers
- ◆ provide the awarding body with a formal report and action plan on the provider monitoring visits within 30 working days of the last monitoring activity
- ◆ provide feedback on self-assessments within 30 working days of receipt

---

<sup>2</sup> [https://accreditation.sqa.org.uk/accreditation/Privacy\\_and\\_Cookies](https://accreditation.sqa.org.uk/accreditation/Privacy_and_Cookies)

<sup>3</sup> <https://accreditation.sqa.org.uk/accreditation/FOI>

## Availability of Staff

[SQA Accreditation](#)<sup>4</sup> staff are available between 9am and 5pm on weekdays, except for public holidays. Please note that any communication received after 5pm or on a weekend or a public holiday, we will treat it as being logged on the next working day.

## 5 Process for Feedback and Complaints

We welcome all feedback from customers about our services and staff. Positive and constructive feedback is important and helps us to tailor our services and processes to best fit your needs.

Please note any appeals relating to ACG decisions should follow the [ACG appeals process](#)<sup>5</sup>.

We will act promptly to address issues. When an issue is raised with us, we will:

- ◆ listen to you, and make every effort to understand the reasons for raising the issue
- ◆ try to resolve your issue at your first point of contact
- ◆ try to offer solutions as quickly as possible
- ◆ take responsibility for bringing your issue to a resolution

## Resolving Complaints

We categorise complaints into one of two categories:

- ◆ complaints about us
- ◆ complaints about awarding bodies approved by us (regulatory complaints)

In both cases, we follow broadly similar processes. More information on both processes can be found at the [Complaints Handling Procedure](#)<sup>6</sup> on our website.

---

<sup>4</sup> [https://accreditation.sqa.org.uk/accreditation/About\\_Us/Our\\_Structure](https://accreditation.sqa.org.uk/accreditation/About_Us/Our_Structure)

<sup>5</sup> <https://accreditation.sqa.org.uk/accreditation/accreditationfiles/AppealsProcessACGdecisions.pdf>

<sup>6</sup> [https://accreditation.sqa.org.uk/accreditation/About\\_Us/Complaints\\_Handling\\_Procedure](https://accreditation.sqa.org.uk/accreditation/About_Us/Complaints_Handling_Procedure)

### Document control and revision history

Version	Date	Author	Amendment Details
V2	22/6/2021	George Brown	Minor review of document to refresh it.