

## **Customer Services Statement**

### **Quality of Service**

Food and Farming Compliance is committed to providing a high quality, responsive, efficient and transparent service to its learners. The services related to qualifications are delivered by Food and Farming Compliance working in conjunction with awarding bodies.

All learners have the right to receive programme and unit content that is relevant and continually revised and have access to a wide range of contemporary resources where applicable. Food and Farming Compliance is constantly reviewing and updating programme content to ensure its continuing relevance and fitness for purpose for all learners. We uphold the values and practices of constructive feedback, self-evaluation, peer review and ethical professional conduct. This applies to all aspects of academic work, including course design and delivery.

### **We commit to:**

- responding promptly to customer enquiries via telephone and e-mail
- providing accurate and up-to-date information on the units and qualifications we offer
- providing guidance and support for centres and learners
- providing comprehensive information about our fees
- providing comprehensive information about our policies and procedures

### **By telephone**

Telephone enquiries can be directed to Food and Farming Compliance head office on 0121 277 4608.

This telephone will be answered in person during office hours from 9.00 am to 5.00 pm, Monday to Friday. When the telephone is busy, or outside of office hours, callers should leave a message on the answering service, leaving a clear statement of name (spelling any unfamiliar words), telephone number, the time of calling and a short statement of the enquiry. Food and Farming Compliance will endeavour to return any call made while either busy or outside office hours by the end of business of the day on which the call was received. Some calls may not be returnable within this time period and Food

and Farming Compliance will keep trying during office hours until a successful result is achieved.

### **By e-mail**

E-mail enquiries should be directed to [info@foodandfarming.co.uk](mailto:info@foodandfarming.co.uk) . We will acknowledge all e-mails within 24 hours and endeavour to respond to them within 48 hours. Where this is not possible (for example with a particular technical enquiry or an enquiry directed to a member of staff who is away), we will let you know what the timescale will be for a response within 48 hours of receipt.

### **Feedback from our customers**

If you have any comments about our service, we would like to know. Please contact our head office by calling 0121 277 4608 or emailing [info@foodandfarming.co.uk](mailto:info@foodandfarming.co.uk) .

### **Complaints, Appeals and Malpractice policies**

For further details on our Complaints, Appeals and Malpractice policies please see our website via this [link](#).