

IFE Recognition Service Customer Service Policy

Introduction

The IFE is a registered charity working for societal benefit. Founded in 1918, the IFE assesses knowledge of fire and professional experience, awarding internationally recognised membership grades and fire-related qualifications. Through its Engineering Council licence as a Professional Engineering Institution (PEI), the IFE registers suitably qualified IFE members as Chartered Engineers (CEng), Incorporated Engineers (IEng) and Engineering Technicians (EngTech). Learning opportunities are worldwide within the IFE fire community and the IFE delivers over 6,000 fire-related exams each year which are required by many Fire and Rescue Services for promotion both within the UK and internationally. The IFE also provides a formal Recognition Service which reviews the general standards and quality of external training providers, training courses and educational programmes.

As part of our commitment to exceptional service, we are committed to:

- ◆ providing a formal recognition process which accurately reflects the quality of independent training providers, training courses and educational programmes both in the UK and internationally.
- ◆ providing a recognition service which is robust and accurately recognises the achievements of learners undertaking IFE recognised training and retain public credibility.
- ◆ recognising and respecting the needs and rights of all individuals.
- ◆ the continuous improvement of all IFE products and services.
- ◆ making the administration of our Recognition Service as straight forward and efficient as possible.
- ◆ providing minimum standards for all services and evaluating our effectiveness in maintaining these.
- ◆ working effectively with stakeholders.

This policy sets out our approach to working with our customers and provides a summary of the standards that customers can expect from us.

Communications

In all of our communications we will:

- ◆ behave with courtesy, respect and consideration.
- ◆ answer calls promptly and politely.
- ◆ identify ourselves by name.



- ◆ conduct our dealings with efficiency, integrity, fairness and professionalism.
- ◆ provide relevant, accurate and up to date information.
- ◆ publish phone numbers, email addresses and as much information as possible on our website www.ife.org.uk.
- ◆ provide documents in plain English, avoiding jargon and acronyms wherever possible.
- ◆ publish details of our fees and charges at www.ife.org.uk/training-development.
- ◆ actively seek feedback on a regular basis, and by a variety of means, to help us continue to develop our products and services.
- ◆ provide help and advice to customers, approved centres and third parties in an appropriate form and which meets the purpose of their enquiry.

We will provide timely:

- ◆ responses to enquiries and applications.
- ◆ acknowledgement of safe receipt of application forms, attachments and enclosures.
- ◆ administration of application information by reviewer panels.
- ◆ processing of reviewer visit arrangements.
- ◆ notification of application and reviewer visit results.
- ◆ distribution of certificates.
- ◆ entry of successful applications onto our Recognitions online directories.
- ◆ processing of supplier invoices.
- ◆ processing of reviewer expenses claim forms.

Seeking and Acting on Feedback

In striving for excellence we continually monitor the quality of our products and services, engaging in a dialogue with, and seeking feedback from, our centres, applicants and other users of our recognitions services.

Confidentiality

We are committed to protecting the privacy and the security of all personal information and comply with the Data Protection Act (DPA) 1998.

All mail will be sent to the address provided by the applicant or their representative depending on the point of contact. Recognition results and information will be divulged only to the person with whom the IFE has entered into an arrangement either at the point of application or following the express instruction of an individual applicant.

Information about our customers is an important part of our business and we do not sell, distribute or share your information with unrelated third parties. The IFE will not disclose information if to do so would breach duty of confidentiality or any other legal duty.

Contacting Us

We can be contacted via telephone on 01789 261463, in writing or by email to recognitions@ife.org.uk. The office is open from Monday to Friday between 8.30am to 4.30pm. We will endeavour to answer questions or requests for assistance immediately. Where we have to seek assistance from elsewhere, we will advise that this is the case and provide an estimate as to when a reply will be provided.

Summary of Recognition Customer Service Standards

A summary of the standards that customers can expect when they contact the Recognition team follows:

Telephone Calls

All calls will be answered promptly and in a professional and courteous manner. The person answering the call will always provide their name.

If callers leave a message on the telephone, a Recognition team member will return the call within two working days.

Written Communications (electronic and paper-based)

A dedicated email address is available for Recognition communications – recognitions@ife.org.uk. This email address is monitored daily.

All correspondence will be answered within five working days. Although we will endeavour to respond to emails quicker than this (typically within 24-48 hours), during busy times (such as exam entry and result processing periods), responses may take up to five days.

All letters will be sent using second class post.

Provision of Information

Recognition uses the Training and Development pages on the IFE website as an ongoing communication channel. Information is updated regularly and all information (eg application forms, terms and conditions, fee information, applications handbook, online directories etc) is published on the website.



Proactive Communication

The IFE will also follow up to ask for additional information where applicants omit to provide relevant information e.g. at the point of an application or review visit.

Dealing with Problems

If a problem arises, we will:

- ◆ wherever possible deal with the matter straight away.
- ◆ advise of the action that can be taken when it cannot be dealt with immediately.
- ◆ advise of alternative options and/or any further steps if the problem cannot be resolved.

Complaints

All complaints are handled sensitively, confidentially, logged and monitored. For further details please contact us.

Policy Review

The Recognitions Service Customer Service Policy is reviewed annually.