

# Customer Service Statement

## Mission Statement

OCN Eastern Region's mission is to support learning and widen opportunity by recognising achievement through credit-based courses and qualifications.

## Customer Service Statement

OCN Eastern Region aims to provide a high quality, effective and efficient service. Centres are supported in the strategic development of OCN Eastern Region provision, including on-going delivery, administration and quality assurance. Our staff are committed to providing these services in a responsive, accessible and prompt manner in accordance with our published Service Standards.

## Service Standards

We aim to provide you with the best possible service, to enable you to cater for the needs of all your learners. We will do this by ensuring our service is:

### Prompt

- We will issue certification of learner achievement within 35 working days of receipt of correctly submitted RACs.
- We will issue replacement certificates within 35 working days of receipt of a valid written request.

### Efficient

- We will ensure our published information is up-to-date, accurate and accessible.
- We will use clear English in all our correspondence and documentation.
- We will ensure all our systems and procedures meet or exceed external audit requirements.
- We will ensure the accuracy of all our documentation.

### Responsive

- Our friendly, trained staff will provide a courteous, prompt response to any enquiry you make.
- We will maintain a flexible approach in working with you to meet your needs.
- We will work with you in responding to the needs of your learners.

### Supportive

- We will publish a programme of training and information sessions for all our providers.
- We will publish up-to-date guidelines on all aspects of our service, including policies, procedures and current fees.

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- We will provide on line access to appropriate documentation, news and information.
- We will allocate named customer service contacts to each centre, to give on-going support.

### Professional

- We will work to high professional standards and we are committed to continuous improvement.
- We will use our resources to best effect and conduct our work with integrity.

### Please help us to help you

- Provide us with as much information as you can, when you make an enquiry.
- Circulate our documentation and information to all appropriate staff and/or learners promptly.
- Complete our documentation fully and accurately.
- Inform us, in writing, if one of your named contacts change.

### Meet our deadlines

- For courses of 15 weeks or less, Course and Learner Registration Forms should be returned within 25 working days of the start date.
- For courses in excess of 15 weeks, Course and Learner Registration Forms should be returned within 60 working days of the start date.
- We will regularly ask you about the types of services you require and your level of satisfaction with our existing services. The services we provide are only as good as your feedback, so please let us know how we can improve, so we can respond accordingly.

### Complaints

If we get something wrong, we will acknowledge this, learn from it, and make improvements.

We hope that we can resolve any complaint you may have, quickly and informally. If you wish to make a formal complaint, our Appeals Policy is available for your use.

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## General Support

We will endeavour at all times to:

- Respond to all telephone and e-mail enquiries the same working day.
- Ensure a respectful, friendly and supportive attitude at all times to everyone visiting and associated with the company, in whatever capacity.
- Acknowledge a complaint within two working days.
- Listen to and respond positively in respect of feedback and suggestion.
- Ensure that the staff and associates of the company are appropriately qualified.

## You can contact us by

Telephone: 01206 873023

Email: [enquiries@ocner.org.uk](mailto:enquiries@ocner.org.uk)

Web: [www.ocner.org.uk](http://www.ocner.org.uk)

Fax: 01206 873956

Post: OCN Eastern Region, John Tabor Building, University of Essex,  
Colchester, Essex, CO4 3SQ.

Office Hours: 8.30 am to 5.30 pm Monday to Friday

Voicemail: Available outside of normal office hours.