

Customer Service Standards Policy



BHS Qualifications (BHSQ) is committed to making sure all its activities are conducted fairly, transparently, objectively and free from bias.

This policy will:

- Define what our customers can expect from BHSQ.
- Define our standards and obligations to which all staff will work to.
- Identify the timescales we aim to work towards.
- Promote public confidence in BHSQ's ability to communicate and meet targets effectively.

Date for review: February 2027

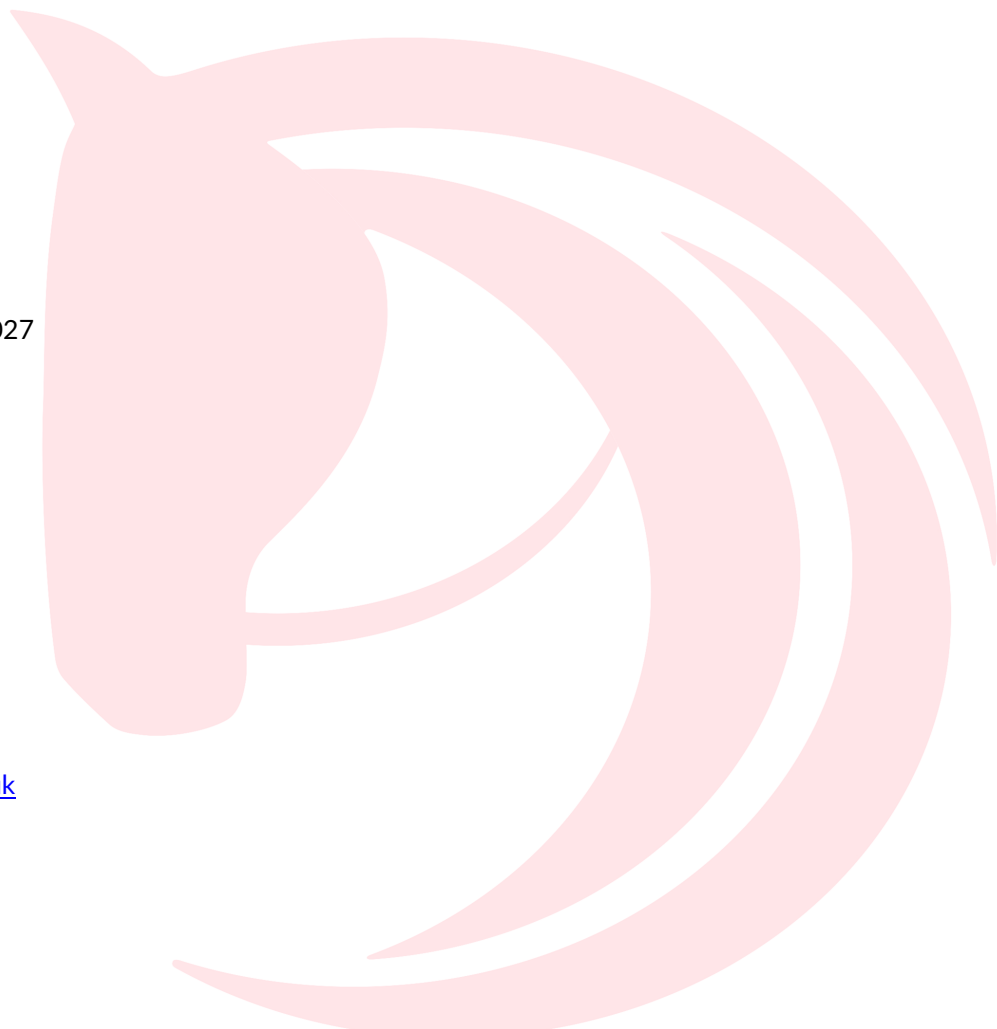
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What can you expect from BHSQ?

As a small, specialist awarding organisation, we pride ourselves on our knowledge of the sector. We aim to offer a range of qualifications that are fit for purpose within the equestrian community. We support our centres, thus enabling learners the opportunity to progress and improve their learning and development.

BHSQ are committed to providing exceptional customer service, ensuring we meet the needs and expectations of our customers.

Throughout our awarding organisation activities and service provision we aim to meet the following standards:

- Professional, helpful and friendly service. We are happy to help.
- Consistent and reliable service, working openly and fairly.
- User-friendly and supportive policies.
- Transparent and objective in our business operations.
- Be supportive to our BHSQ approved centres and associated staff.
- Personalised customer service depending on customer needs and requirements.
- Communicate updates and news.
- Solicit customer feedback.
- Monitor and evaluate our performance and work to improve our activities, services, products and customer service.
- Communicate clearly with customers.
- Assist with customer enquiries in a professional and confidential manner.

We believe that your level of satisfaction with the qualifications, services and support we offer is a key indicator to our effectiveness as an awarding organisation, so regular feedback from you is important to us. We welcome feedback to support our improvement.

Communication

We will:

- Be easy to contact.
- Be happy to help you or direct your enquiry appropriately.
- Issue our communications and documents in English, clearly explaining terminology and acronyms as required.
- Provide our publications and assessment materials in alternative and accessible formats, where appropriate and on request.
- Clearly communicate when our office will be closed outside of our standard hours.

Our office hours are:

Monday to Thursday	08:35 to 17:00
Friday	08:35 to 15:00
Saturday and Sunday	Closed
Bank Holidays	Closed

As part of our service standards, we aim to meet the following timescales outlined below:

Communication	
Answering phone calls	As soon as possible, aiming to answer by the third ring.
Returning phone messages and voicemails	As soon as possible on receipt of the message, within one working day.
Responding to general enquiry emails	As soon as possible on receipt of the email, generally within two working days.
Replacement certificate requests	Within fifteen working days of receipt of application.
Acknowledging receipt of a Complaint	Within five working days. Please refer to the BHSQ Complaints Policy for more information.
Acknowledging receipt of an Appeal	Within five working days. Please refer to the BHSQ Appeals Policy for more information.

In addition BHSQ will help our centres deliver qualifications effectively, and will:

- Publish our fees, promptly notifying of any changes.
- Email regular updates and as required.
- Issue required documents and publications promptly.
- Provide comprehensive support and guidance on our policies and processes.
- Conduct external quality assurance to ensure valid certification.

We aim to offer the best service possible when processing documentation and submissions, working towards the timescales set out below:

Completion of tasks	
Centre Approval Process	Up to sixteen weeks from receipt of approval application. However, this may take longer and where this is the case, the potential centre will be provided with anticipated timescales
Learner registrations and issuing learning resources and documentation	Within fifteen working days of receipt.
Quality assurance and processing of completed qualification documentation	Within fifteen working days of receipt. This process may take longer during busy periods.
Issuing results and certificates	Within fifteen working days of completing the quality assurance process, providing all required information is present.
Replacement certificate requests	Within fifteen working days of receipt of the form.
Reaching on outcome to a Complaint	Generally within twenty working days. Please refer to the BHSQ Complaints Policy for more information.
Reaching on outcome to an Appeal	Generally within twenty working days. Please refer to the BHSQ Appeals Policy for more information.

If there are any unexpected delays to our services, these will be communicated as soon as possible, providing regular updates until normal service resumes. Where any request is time-critical, please let us know and we will do our best to accommodate this, however this may not always be possible.

Communications with BHSQ

BHSQ aim to offer the best service possible. BHSQ also expects to be treated courteously and respectfully at all times. BHSQ reserves the right to cease communicating with those who behave unacceptably, including intimidating staff or associates of BHSQ. If unacceptable behaviour continues despite requests for this to cease, BHSQ reserve the right, if relevant, to stop communications/trading with that person/organisation.

If relevant any monies outstanding at this time to BHSQ will remain due. BHSQ reserves the right not to refund any monies to the person/organisation as a result of inappropriate behaviour and subsequent action.

Monitoring and review

This document and its content will be reviewed on a three-year cycle, or earlier should it be needed to ensure it remains fit for purpose.

Date for review: February 2027

Document history

Version	Revision date	Reason
4	08/09/2025	Revise timelines for appeals and complaints

Please note: This document is uncontrolled once printed. Please check with BHSQ for the most up to date version.

The British Horse Society Qualifications Limited is a company registered in England and Wales and trades as BHS Qualifications (BHSQ).