CUSTOMER SERVICE POLICY

Policy Owner: Head Office
Oversight Committee: Examinations & Standards Committee
Final Authority: Grand Council
Applies to: All learners, candidates, centres, teachers, examiners, partners, staff and members of the public
Review Cycle: Annual or following regulatory or operational change

1. Purpose

This policy sets out the standards of customer service provided by International Performing Arts & Theatre Limited (I-PATH).

It ensures that:

- all users of I-PATH services are treated fairly, respectfully and professionally
- information is clear, accurate and timely
- enquiries and concerns are handled consistently and transparently
- service delivery supports confidence in I-PATH qualifications
- I-PATH meets Ofqual expectations relating to fairness, transparency and public confidence

2. Scope

This policy applies to all interactions with I-PATH, including:

- enquiries from learners, parents and carers
- communication with centres and teachers
- engagement with examiners and partners
- public-facing information and guidance
- administrative and operational support

This policy does not replace or override:

- the Complaints Policy
- the Appeals Policy
- the Malpractice and Maladministration Policy

Those policies apply where formal procedures are required.

3. Our Customer Service Principles

I-PATH is committed to:

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- treating all individuals with courtesy, respect and professionalism
- recognising and respecting the rights, needs and diversity of all users
- providing services that support learner progression and public credibility
- communicating clearly and honestly
- acting with integrity, impartiality and consistency
- using feedback to drive continuous improvement

4. What Customers Can Expect from I-PATH

Individuals engaging with I-PATH can expect to be:

- treated politely, fairly and with consideration
- communicated with clearly and professionally
- listened to, with enquiries acknowledged and addressed appropriately
- provided with accurate, relevant and up-to-date information
- informed of the standards of service I-PATH aims to provide
- signposted clearly to relevant policies and procedures where appropriate

Where preferred communication formats are known and reasonable, I-PATH will seek to accommodate them.

5. Service Standards

I-PATH aims to meet the following service standards wherever reasonably practicable:

5.1 Communication and Response Times

- Written complaints:
  - acknowledgement within 5 working days
  - handled in line with the Complaints Policy
- General correspondence (email or written):
  - response within 15 working days

Where a full response cannot be provided within these timescales, I-PATH will:

- acknowledge the enquiry
- explain the reason for delay
- provide an estimated response date

5.2 Appointments and Meetings

- Scheduled appointments will not normally run more than 20 minutes late
- Where delays are unavoidable, individuals will be informed as soon as possible

5.3 Information and Notifications

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I-PATH will:

- provide clear information about qualifications, courses and services
- notify centres and teachers of:
  - changes to specifications or criteria
  - errors or omissions identified in materials
  - significant amendments affecting delivery or assessment
- provide reasonable notice of qualification withdrawal to allow cohorts to complete where possible

6. Handling Problems and Concerns

Where an issue arises, I-PATH will:

- seek to resolve matters informally and promptly where appropriate
- explain what action is being taken
- advise individuals of next steps if the issue cannot be resolved immediately
- clearly signpost to the Complaints Policy where formal escalation is required

Customer service interactions are not used to reconsider assessment outcomes or academic judgement.

7. Accessibility and Inclusion

I-PATH is committed to making its services accessible and inclusive.

- reasonable steps are taken to support access needs
- enquiries relating to access, reasonable adjustments or special consideration are handled sensitively
- relevant policies are applied consistently

8. Behaviour and Mutual Respect

I-PATH expects all interactions to be conducted respectfully.

- abusive, aggressive or unreasonable behaviour may limit how communication is managed
- this does not prevent individuals from raising genuine concerns or complaints

9. Feedback and Compliments

I-PATH actively welcomes:

- feedback on services and processes
- suggestions for improvement
- compliments about courses, services or individuals

Compliments may be used to:

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- identify good practice
- recognise professionalism and commitment
- inform staff review and service development

10. Monitoring and Continuous Improvement

I-PATH:

- monitors service performance against stated standards
- reviews trends in enquiries, concerns and feedback
- uses insights to improve systems, guidance and communication
- reports themes and improvements through governance structures where appropriate

11. Related Policies

This policy should be read alongside:

- Complaints Policy
- Appeals Policy
- Assessment Policy
- Centre Approval Policy
- Equality, Diversity and Inclusion Policy

12. Contact

For general enquiries and customer service matters: info@i-path.org

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