

CUSTOMER SERVICE TARGETS & POLICY

PROPERTYMARK QUALIFICATIONS FORMERLY KNOWN AS NFOPP AWARDING BODY

Propertymark Qualifications aim is to provide an efficient, fair and effective service to our customers. This policy covers the service provided to customers by Propertymark Qualifications and its administration:

- How we will provide you with help and assistance
- Standards of service you can expect
- How to make a complaint if you are unhappy with the service we provide
- How you can make suggestions for improvements to the service we provide

Customer Service Targets

Information and support

To provide relevant up to date information on our qualifications.

To respond to all letters, faxes and emails within 3 working days; we will usually address your query in full within this timescale. Otherwise we will advise you of the date by when we will send a full response, bearing in mind that we may have to make further enquiries before we can address your query fully.

The Examination

To provide a clear and efficient registration process.

To ensure the examination procedure is run efficiently and well.

Results and certificates

To send results on the specified dates.

To send certificates on the expected dates.

Complaints procedure

If you submit a complaint to us on any area of our service as an Awarding Body, we will acknowledge it within 3 working days of receipt.

We will aim to send a detailed response to your complaint within 10 working days of receipt. This will either address your complaint in full or will advise you of the date that we will send a full response, bearing in mind that investigation may have to take place in order to be able to provide you with a fully detailed answer in order to hopefully address your complaint fully.

Customer Service

Provision of help and assistance

Guidance on the examination procedures and study can be accessed through our information packs and via the syllabi, examination regulations, appeals procedure and, where available, specimen questions. All of these documents are available for download from the Propertymark Qualifications website

Registration, if applicable and study fees for each qualification can be found on each webpage of the Propertymark Qualifications website or posted upon request

If you require a replacement certificate, please refer to the [Replacement Certificate Request Form](#) on the Propertymark Qualifications website

Additional needs

If you have any additional needs (for example related to a disability), we will provide assistance where we can. There is an [Additional Needs Policy](#), available on the Propertymark Qualifications website.

Bilingual assessment

Study for and assessment of qualifications is currently available in the English language only, and all communications with candidates will be in English.

Examination Regulations and Appeals Procedures

We produce documents detailing our [Examination Regulations](#) and [Enquires and Appeals Procedure](#), which are available to on the Propertymark Qualifications website. Upon booking examinations, candidates are confirming that they have read the relevant Examination Regulations and agree to the Terms and Conditions applied.

Examination Results

Examination results will be sent out to candidates in accordance with the timescales set for the method of assessment taken. Please see individual qualification information for further details. In order to preserve confidentiality, examination results can be notified by post only. Should you not receive your results by the expected date, please notify the Propertymark Qualifications team immediately.

If you wish to appeal against an examination result, please refer to the [Enquiries and Appeals Procedure](#) available on the Propertymark Qualifications website.

If you wish to make a complaint

If you are unhappy with any aspect of our service, (aside from your examination marking, which is covered by the Enquires and Appeals Procedure), please refer to the [Complaints Procedure](#) available from the Propertymark Qualifications website.

Privacy and confidentiality

Propertymark Qualifications deal with candidate affairs on a strictly confidential basis. All mail will be sent to the address instructed by a candidate. No examination results or information will be divulged to any other person except where a candidate has given permission in writing.

Improvements to our service

Propertymark Qualifications welcome your comments and suggestions and use them to improve our services and procedures as we aspire to be prompt and efficient at all times.

Contact us

Telephone: 01926 417794
Email: qualifications@propertymark.co.uk
Website: www.propertymarkqualifications.co.uk

Postal address: Propertymark Qualifications
Arbon House
6 Tournament Court
Edgehill Drive
Warwick
CV34 6LG

The Propertymark Qualifications office is open Monday to Thursday between the hours of 9.00am and 5.30pm and Friday between the hours of 9.00am and 5.00pm.

The Propertymark Qualifications team can be contacted by telephone, by email or by writing in to the above address.

Propertymark Qualifications endeavour to answer any queries or requests for assistance immediately by telephone.

Propertymark Qualifications send an automated email once an email has been received in their Inbox to acknowledge receipt of this. Propertymark Qualifications aim to respond to emails within three working days however, this may be extended depending on the nature of an email.

However you choose to contact us, we will:

- Provide a clear, accurate and helpful response
- Be clear about what action you need to take and by what date, if applicable
- Be courteous and professional