

# CUSTOMER SERVICE & COMPLAINTS POLICY

THE INSTITUTE OF REVENUES, RATING AND VALUATION  
The Professional Body for Local Taxation, Benefits and  
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## CUSTOMER SERVICE & COMPLAINTS POLICY

### Information about IRRV qualifications

We aim to respond to all queries courteously and accurately. To ensure we have achieved our quality standards we have established a Customer Service Standards chart and make every effort to comply with it in all our communications:

### Customer Service Standards

We will provide a courteous and accurate response to all enquiries

despatch printed materials within 5 working days of receipt of order

investigate and respond to complaints within 1 month

We are committed to constantly reviewing and improving our service.

Sue Williams-Lee Head of Education  
Direct line: 020 7691 8978.

Examinations: Vaishali Patel, Assessment and Training Officer. Direct line: 020 7691 8995.

RQF Vocational Qualification: Dolores Fergus, Quality Assurance and Compliance Co-ordinator. Direct line: 020 7691 8981

Service	Service Statement	Service Standard
General Enquiries:	<ul style="list-style-type: none"> <li>We will acknowledge and endeavour to respond to queries received:</li> </ul>	
<ul style="list-style-type: none"> <li>Assessors and students</li> <li>Examiners</li> <li>Exams</li> <li>Centres, courses</li> <li>Fees, registration, closing dates</li> <li>Customer support</li> <li>Other</li> </ul>	by telephone	Immediately, or if more information is required, then before the end of the day
	By fax	Within 2 days
	By e-mail	Within 2 days
	By letter	Within 5 days
Enquiries about Centres eg:	We will acknowledge and endeavour to respond to queries received by:	Within 3 working days
<ul style="list-style-type: none"> <li>Fees</li> <li>Registration</li> <li>Invoices</li> </ul>	Telephone, fax, e-mail, letter	
Membership Approval	We will acknowledge requests and approve in principle:	Within 28 working days
Registration		
Issue of Results	No later than 10 weeks after the June examinations No later than 8 weeks after the December examinations	
Exact marks	Immediately	we will conclude process: within 4 weeks of the closing date for such requests
Reviews and appeals	We will acknowledge requests on same day	
Issue of certificates		Within one month of notification of results
Special consideration	We will acknowledge requests within 2 days	We will conclude process within time-scale given for issue of results
Complaints not covered by special consideration	We will acknowledge examination-related complaints within 3 days  Other complaints	We will conclude process: Within time-scale given issue of results Within one month