

## Customer Service Statement

Crossfields Institute aims are to:

1. Advance, promote and develop education, training and research inspired by holistic and integrative approaches to education
2. Develop and/or provide for qualifications and awards relating to such education, training, and research
3. Support learning and widen opportunity by recognising achievement through credit-based courses and qualifications

## Quality of Service

Crossfields Institute is committed to providing a high quality, responsive, efficient and transparent service to its centres and learners. The Institute is constantly reviewing and updating its content and practices to ensure its continuing relevance and fitness for purpose for all learners. We uphold the values and practices of constructive feedback, self-evaluation, peer review and ethical professional conduct.

We commit to:

- responding promptly to customer enquiries via telephone and email
- providing accurate and up to date information on the qualifications we offer
- providing guidance and support for centres and learners
- providing comprehensive information about our fees for qualifications
- providing comprehensive information about our policies and procedures

## Responding to customer enquiries

### By telephone

All telephone enquiries should be directed to Crossfields Institute head office on 01453 808118. We aim to answer the telephone in person during office hours from 9.00am to 4.30 pm, Monday to Thursday. If calls are made outside office hours, callers should leave a message on the answering service, leaving a clear statement of name (spelling any unfamiliar words), telephone number, the time of calling and a short statement of the enquiry.

Crossfields Institute staff will endeavour to return any calls missed at the earliest opportunity, usually by the end of the working day following the date and time the message was left.

### By email

Email enquiries should be directed to our central address at [info@crossfieldsinstitute.com](mailto:info@crossfieldsinstitute.com). We will endeavour to respond to them within 3 working days. Where this is not possible, we will let you know what the timescale will be for a response within 3 working days of receipt.

We will respond to feedback from our customers. If you have any comments about our service, we would like to know. Please contact our head office by calling 01453 808118 or email [info@crossfieldsinstitute.com](mailto:info@crossfieldsinstitute.com)

### **Access to the Crossfields Institute office**

Crossfields Institute is situated on the top floor of a historic building in Stroud. For this reason, lifts cannot be fitted to give access to the offices. Should visitors have mobility issues with stairs, they should let a member of staff know in advance and an alternative meeting place or method (telephone or video call) can be arranged.

### **Complaints**

Should you wish to log a complaint about our failure to follow this policy, our Complaints Policy gives details on how to submit a complaint and the procedures that will follow.

### **Information about qualifications and programmes**

Specifications for our regulated qualifications and information about other programmes are available on our website

### **Fees for qualifications**

Please see details of our fees on the Crossfields Institute website. Registration fees are reviewed annually and any changes to prices will be posted on the website.

### **Other resources**

The Crossfields Institute website contains details of all our policies and procedures, which are available to download.

### **Use of Welsh and/or Gaelige**

Currently Crossfields Institute provides its qualifications and assessment materials in English to centres in England, Wales and Northern Ireland. Crossfields Institute does not, currently, conduct external assessment for any qualification. If external assessment is provided for any qualification in the future and a centre requests external assessment in Welsh or Irish,

Crossfields Institute will review the business case and if it is reasonable to do so will:

- arrange for translation of assessment materials into Welsh or Irish (Gaeilge) by a professional translation agency, which can currently take up to 4 months
- ensure the assessment produced by the candidate is translated into English by a professional translation agency for marking purposes