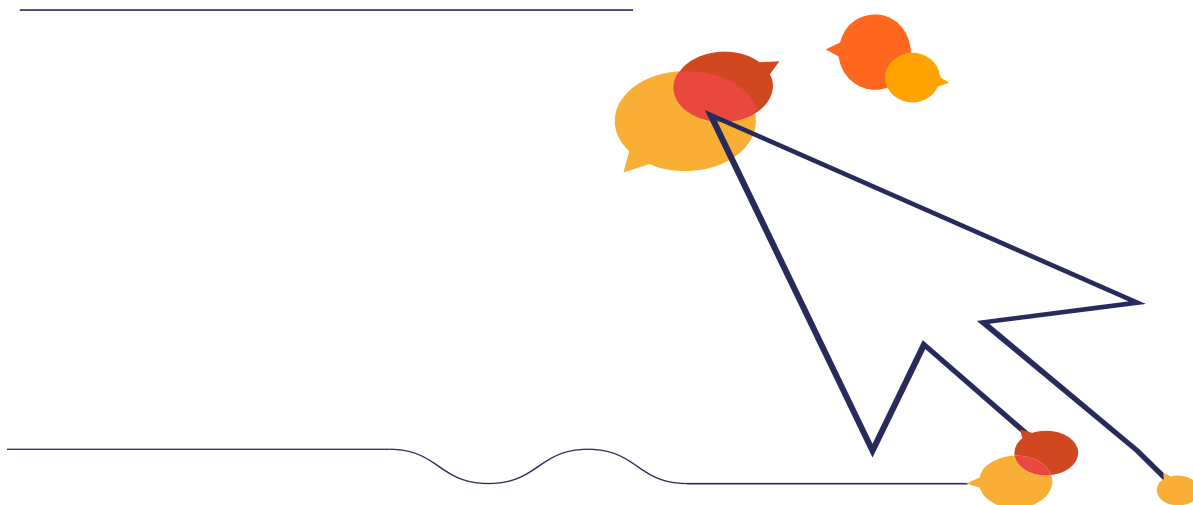




accidents don't have to happen



# RoSPA Customer Service Statement 2025

<b>Policy Owner</b>	<b>RoSPA</b>
<b>Policy Lead</b>	<b>Head of Qualifications</b>
<b>Audience</b>	<b>OFQUAL, Centres, Learners</b>
<b>Legislation and Regulation</b>	<b>OFQUAL Conditions of Recognition (GCoR) Section I, condition I2</b>
<b>Formally endorsed by</b>	<b>Chief Financial Officer</b>
<b>Version</b>	<b>11</b>
<b>Last Update</b>	<b>August 2025</b>
<b>Next Review</b>	<b>August 2026</b>
<b>Date effective from</b>	<b>1 October, 2025</b>



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## 1. Guidance

This policy should be read and implemented by RoSPA Centres involved in the delivery of our qualifications.

## 2. Introduction

The purpose of this policy is to outline our intention to provide our customers, including our Centres, their staff and their Learners, with the very best service, support, advice and facilitation.

## 3. Definitions

- OFQUAL General Conditions of Recognition – GCoR

## 4. Policy statement

This policy outlines our commitment to customer service and the standards we uphold.

### Policy

Below is a summary of our company commitments to our customers which will be kept under regular review by RoSPA, considering experience and feedback received.

### Centre Support

We will always endeavour to provide Centres with:

- A user-friendly and supportive Centre Recognition application process
- Access to resources that will enhance your delivery, image and the service that you offer your customers
- An assurance of quality in respect of procedures and processes
- An assurance that our business is always conducted in a professional manner, offering you best value for money
- Fair, transparent and competitive prices for all our services which can be obtained in our fees policy
- Access to supportive and knowledgeable staff

### General Support

We will always endeavour to:

- Respond to telephone and e-mail enquiries within **2** working days
- Ensure a respectful, friendly and supportive attitude to everyone visiting and associated with the company, in whatever capacity
- To acknowledge a complaint within **2** working days
- Listen to and respond positively in respect of feedback and suggestions
- Ensure that the staff and associates of the company are appropriately qualified and fit for purpose

### Certificates

We will endeavour to generate e-certificates within **6 weeks** of certificate claims (dependant on Centres providing requested assessment forms and materials for moderation promptly and in the correct format).



Where replacement e-certificates are requested, we will also endeavour to release these within **6 weeks** of the request.

**NB:** there may be extenuating circumstances (such as pandemic lockdowns), when this is not achievable. Centres will be notified in this situation and advised accordingly.

## **Who to contact if you wish to enquire about any aspect of our qualifications or services:**

It is RoSPA's policy that all enquiries will be dealt with in a clear and friendly manner, with no undue delay and within **2 working days**. If we are unable to respond fully within 2 working days, we will provide you with an estimated response date.

Enquiries will be received initially by staff using the contact details below and then, if necessary, transferred to the relevant member of staff as shown below.

- Telephone: 0121 248 2115
- Email: [qualifications@ROSPA.com](mailto:qualifications@ROSPA.com)
- Post: RoSPA, 28 Calthorpe Road, Edgbaston, Birmingham, B15 1RP

Office Hours: 9.00am to 5.00pm Monday to Friday, with voicemail available outside of normal office hours.

Centres can submit enquiries to us by completing and submitting an 'Enquiry form' on the Qualifications Management System (QMS) [www.rosqualqms.com](http://www.rosqualqms.com)

Please note, in responding to external enquiries we are not obliged to disclose information if to do so would be a breach of confidentiality and/or any other legal duty (as recommended by the regulator Ofqual).

## **5. Responsibility and review**

RoSPA will review this policy on an ongoing basis as part of our continuous improvement procedures and revise, as and when required, in response to Customer and Learner feedback, any changes in our policies and processes and any actions taken from allegations. We will also update this policy considering any operational feedback received to make sure our arrangements for dealing with complaints remain current and effective.

## **Contact us**

- Telephone RoSPA on 0121 248 2115
- Email us at [qualifications@ROSPA.com](mailto:qualifications@ROSPA.com)
- Or write to us at:  
RoSPA  
RoSPA House  
28 Calthorpe Road  
Birmingham  
B15 1RP



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6. Evidence

Effectiveness of this policy will be measured against data collected and processed by RoSPA.

Approved By:

Name:

Monique Klein

Date:

1/29/2026

DocuSigned by:



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Appendix 1: Related Documents

Document Title	Relationship to this policy
Ofqual GCOR I2	Compliance with Ofqual complaints procedure. <a href="https://www.gov.uk/search/all?manual%5B%5D=%2Fguidance%2Fofqual-handbook">https://www.gov.uk/search/all?manual%5B%5D=%2Fguidance%2Fofqual-handbook</a>

Appendix II: Document Provenance

Date endorsed	Category	Summarise changes made	Reason for change	Consulted	Changes endorsed by
XXXXX	New Policy			ELT, ARCom, BOT	BOT
August 2025	Policy Review	Updated contact email address	New email address	---	---