

Customer Service Charter



At SLQ we recognise that you, the customer, are the most important element of our organisation. As a result, we have developed this customer service charter.

The most common interactions we have with our customers have been divided into a number of different categories, listed as Service Topics. Within each of these topics you will find details of the individual interaction activities and our pledge to you for handling them.

Service Topic	Interaction Activity Details	Our Pledge to Respond/Resolve
Enquiries to SLQ Sports Leaders	<p>General enquiries made to SLQ Sports Leaders via the following channels: -</p> <ul style="list-style-type: none"> Email to contact@sportsleaders.org or talk@slqskills.org Email to any other active '@sportsleaders.org' or '@slqskills.org' address Submission of a website contact form LEAP Live chat/contact form Telephone query 	We will endeavour to respond/resolve within 5 working days, however this may not always be possible if the response requires input from several departments within SLQ Sports Leaders. In such instances, we will ensure to respond within five working days and provide prompt updates towards resolution.
Qualification Centre Approval - becoming and remaining an Approved Qualification Centre	New Centres only - Application by Centre via LEAP to become a Qualification Centre (Centre application must be made with a course application)	5 working days
	Centre Approval webinars available for Centre to attend	At least 2 per month
	Response to Centre submitting Centre Standards Declaration form via LEAP informing of Centre Approval meeting requirements or Approved Qualification Centre status given	10 working days
	Organising of Centre Approval meeting (if required) following response to Centre Standards Declaration form receipt	Typically 5 days from the point of booking
	Decision on Approved Qualification Centre status following Centre Approval meeting	3 working days
Qualification Centre Approval - becoming a Professional Learning Centre (PLC)	Application by Centre via LEAP to become a PLC (Centre application must be made with a course application)	5 working days
	Approval meeting offered to PLC (following completion of mandatory training requirements)	5 working days
	Decision on approval of PLC status	3 working days

Service Topic	Interaction Activity Details	Our Pledge to Respond/Resolve
Centre/Course application process – From receipt by SLQ to processing	Via Centre’s online LEAP account	5 working days
	Online order forms (Intro offers, FE, Primary Leaders, Young Leaders)	5 working days
	Bespoke quote via Development Officer	3 working days
Learner registration - Receipt to processing	Via Centre’s online LEAP account	20 working days
Learner Certificate requests - Receipt to processing	Qualification certificates - Centre requests via online LEAP account: initial response and contact to organise Quality Assurance Review	5 working days
	Qualification certificates - Issue of certificates following a satisfactory outcome to a Quality Assurance Review, including any Learn to Lead certificates	20 working days
	Via Centres online LEAP account: Awards certificates	20 working days
Annual Quality Assurance Review	Organising of an annual Quality Assurance Review (on instruction of SLQ Sports Leaders)	Typically 15 days from point of booking but may be more during May, June and July
	Centre provides requested course evidence for a Quality Assurance Review	At least 5 working days ahead of Quality Assurance Review meeting
	Communication of a Quality Assurance Review outcome and report issue - following Quality Assurance Review meeting	5 working days
Replacement Learner Certificates- Receipt to processing	Via email to contact@sportsleaders.org	20 working days
	Requests from learners need to be paid for in advance before processing	
Invoice related query	Request for further information to contact@sportsleaders.org	2 working days
Terms and Conditions queries	Via email to tandc@sportsleaders.org	5 Working days
	Maintain/withdrawal form to contact@sportsleader.org	5 Working days
Accepting payments in advance	Via BACs or PayPal	5 working days
	Please let us know via email to payments@sportsleaders.org once payment has been made	
Formal Customer Complaints via contact@sportsleaders.org	Acknowledgement	5 working days
	Investigation/Resolve- Awards & Qualifications	20 working days
	Investigation/Resolve- Level of service	20 working days
	Please refer to our 'SLQ Complaints Policy and Procedure' published on our website	