

Customer Service Statement

The OR Society aims to consistently monitor the levels of service provided and report on performance indicators on a regular basis. We endeavour to be open about the levels of service we aim to offer all our customers.

Information on our services and the cost of those services will be freely available, as will access to the principles and policies that underpin the work of the Society. Feedback is encouraged on the quality and content of all areas of service provided.

We encourage users of our qualifications to contact us if they feel that any aspect of our qualifications, assessment arrangements or support materials may have discriminated users with a particular protected characteristic.

Information available to enquirers

We aim to provide as much information as possible publicly through the pages of our website dedicated to the awarding organisation. If you need to know anything else, please contact us by email to epao@theorsociety.com and a member of the dedicated awarding organisation team will come back to you with a response.

You will find details of:

- The qualifications offered by the OR Society and its regulated status
- The specifications for each of our qualifications
- How to contract with the Society in relation to end-point assessment services and our qualifications
- Our standard qualification fees and any other priced services
- Where available, any resources available
- Our policies that affect contracted training providers, approved Centres learners, apprentices and the other interested parties

Performance Indicators

To ensure efficient levels of cost-effective service we will monitor and scrutinise the cost structure of the organisation to ensure value for money for all services provided, in line with other awarding organisations offering the same or similar qualifications.

We aim to provide a prompt service. Consequently, we set and publicise performance measures for our service. These will be constantly monitored, and we will use customer feedback to inform our work and in order to improve our products and services.

We will:

- Respond to queries from training providers or employers that wish to contract with the OR Society for the delivery of end-point assessment within **two working days**
- Acknowledge the receipt of an enquiry about results request within **three working days**
- Acknowledge the receipt of an appeal within **three working days**
- Provide an outcome to the appeal within **20 working days**

- Provide a response to general queries addressed to epao@theorsociety.com within **two working days** of acknowledgement and where this is not possible, for example where a query is complex, provide an updated timeline for response

Complaints Process

A complaint is an expression of dissatisfaction from you about our qualifications, our standard of service, our actions or lack of action or the complaints handling process.

We are committed to providing an effective and efficient service to a high standard. However, if we fall short of expectations or our own standards, we want to give the opportunity for those affected to provide feedback so we can put things right.

Our Complaints Policy, which includes information on how to make a complaint, can be found on the OR Society website and, for contracted training providers, in the knowledge base section of the ACE360. Enquires about results and appeals are dealt with separately through our Enquiries about Results and Appeals Policy.

Amendments to our service

- Notification of any changes to our service, general or qualification specific will be highlighted on the awarding organisation pages of the OR Society [website](#)
- Changes to any aspects of a qualification will be automatically communicated to all training providers we contract with to deliver end-point assessment including details of where any documentation that has been amended as a result of a change, is published
- All documents we produce will be dated and version controlled, amended versions will be supported by reference to the previous document

Provider support

We are committed to supporting providers and ensuring the best possible assessment experience for apprentices. To support this, we regularly meet providers to review progress and to offer and receive feedback. The regularity of provider support meetings will be agreed dependent on need.

It is essential that any guidance we provide whether during support meetings, via email, or through verbal communication is clearly understood by the provider as it is their responsibility to relay information to their apprentices. Failure to do so could result in apprentices being unfairly disadvantaged. Ensuring this information is passed on is not just a matter of good practice, it is a critical safeguard for the apprentices' success and equity.

Contacting The OR Society

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B1 2RX

Tel: + 44 (0)121 233 9300

Email: epao@theorsociety.com | Website: www.theorsociety.com

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