

# Customer Service Statement



We provide a quality, cost effective service, complying with official codes of practice and focusing on efficient systems and effective communications.

## ► Efficiency

We offer timely:

- delivery of question papers, statements of entry, results and certificates
- despatch of publications
- responses to enquiries (acknowledgment within five working days)
- results query responses (generally 30 days but 18 days for Priority Service 2 and 40 days for remoderation)
- processing for supplier invoices
- processing for examiner claim forms (within 30 days)
- responses to queries through the Standing Joint Committee and teacher associations.

## ► Communication

We:

- communicate with our stakeholders and customers in Plain English
- identify ourselves by name and department when you call
- consult our stakeholders on how we can improve our products and services
- offer as much information as possible at [aqa.org.uk](http://aqa.org.uk)
- publish free, comprehensive support and administration documents
- publish details of our fees and charges at [aqa.org.uk](http://aqa.org.uk)
- run free teacher support, coursework and portfolio meetings
- provide past exam papers, mark schemes, examiners' reports and portfolio/coursework feedback free of charge.

## ► Helping us to help you

If you have a query or some feedback, please contact your Regional Manager. See [aqa.org.uk/eosupport](http://aqa.org.uk/eosupport) for contact details.

## ► Complaints

We investigate complaints:

- about our products and services
- should you have a less than satisfactory experience on contacting us.

For further details see: [aqa.org.uk/complaints](http://aqa.org.uk/complaints)