

CfA Customer Service Charter

The CfA wishes to provide excellent customer service to all of our stakeholders, from learners to Government departments. Accordingly we have set some minimum standards for the service you can expect from us. If at any time you do not feel we are meeting these standards please let us know.

- All of our clients will be treated in a professional manner
- All enquiries will be passed to a named team member
- All telephone enquiries will be answered within three full rings during office opening hours
- All direct line voicemail will be updated with correct information
- All enquiries will be responded to within two working days
- All product orders will be processed within five working days
- All certificates will be processed within 20 working days of receipt of a fully completed request form

Complaints

If you wish to make a complaint about any aspect of the CfA or our products, please email or write to Andrew Young, Director of Operations. Andrew will investigate your complaint and reply in writing within 10 working days.