

IRCA Customer Service Charter

This Charter tells you, Certificated Auditors, Approved Training Organizations, Organizations Employing Auditors and other clients, what you can expect from us, and what you can do if you are not satisfied. This Charter helps us ensure that you have appropriate access to our products and services and helps us to improve the quality of our service.

1. What can you expect from us?

▪ Independent and impartial certification

We commit to administering all aspects of our certification activities impartially, objectively and confidentially; and to using adequate, appropriately-trained, competent staff and resources.

▪ Accurate registers

We commit to providing correct and up-to-date details of your IRCA certification(s) on the IRCA on-line registers.

▪ Clear communication

We commit to assigning you a single contact person who will not pass your query on to another member of staff, but take ownership of your query or certification until it is resolved.

We commit to providing clear certification requirements and clear descriptions of our certification processes and fees.

We commit to providing you with clear explanations regarding your options in terms of IRCA certification.

We commit to resolving any mistakes fairly, openly and honestly.

▪ Timely Communication

We commit to defined response periods for dealing with your application for certification, renewal or regrade (see relevant certification criteria document).

We commit to responding to your questions and queries within one working day of receipt. If we cannot resolve your query within one working day, we will respond to you within an agreed time frame.

We commit to interacting with you on financial matters in a straightforward, correct and timely manner.

▪ A courteous and friendly manner

We commit to being friendly and courteous in our dealings with you by: treating you with dignity and respect; behaving with honesty and integrity; identifying ourselves when we talk to you; having trained and professional staff who uphold this charter.

▪ Respect for your rights

We commit to holding information about you in accordance with legal requirements and protecting your personal information by not disclosing it to anyone else without your consent or unless we are required to do so by law.

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IRCA is an operationally independent division of the Chartered Quality Institute, incorporated by Royal Charter and registered as charity number 259678

Headquarters and Registered Office:
12 Grosvenor Crescent
London SW1X 7EE

2. How can you complain if something goes wrong?

▪ **Complaints**

We commit to dealing with your complaint fairly and independently according to our defined [processes and procedures](#).

▪ **Suggestions**

We value your suggestions for improving our service and you may do this by contacting us [directly](#) or through our periodic customer surveys.

3. How can you help us?

You can help us provide you with the best service by:

- Quoting your unique IRCA certification number (if applicable) when you contact us.
- Notifying us of any changes to contact details including your email address, mail address and telephone number.
- Providing us with all the necessary information to support your application for certification or any complaint/appeal you wish to make.

4. How do we know if we have met our commitments to you?

We conduct periodic customer surveys to measure general and specific aspects of our service and look for ways to improve our service to you.

We review suggestions and complaints to look for ways to improve our service to you.

We review our service-based key performance indicators on a monthly basis to measure and look for ways to improve our service to you.

We actively encourage our staff to consider their interactions with you and suggest meaningful ways to improve our service to you.

We maintain service level agreements with our internal and external suppliers to ensure that they contribute effectively to your ongoing satisfaction.

We report on our customer service achievements publicly via our website each year.

5. How to contact us

Because our customers are based in 120 countries, you may find it easier to contact us by email or call your nearest office. Our website contains all contact details: <http://www.irca.org/about/contact.html>.

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