

# Customer Charter

## Our customer promise

ILM is committed to delivering the best customer service. This charter lays out the level of service you can expect from us and the targets we've set to ensure that we meet your customer service needs. If we don't get something right first time we'd like to hear from you, so that we can keep improving the service we provide

### We put customers first. So we always listen carefully and respond positively

We answer your telephone calls courteously, promptly and professionally

We aim to completely resolve your enquiry for you, the first time you call. If we don't have an immediate answer we find out for you, and let you know when you'll hear back from us

We respond to your emails and letters within 3 working days

If you have a complaint we aim to resolve it for you within 8 working days, or keep you fully informed if it takes longer. Let us know about your complaint by emailing [complaintsandcompliments@i-l-m.com](mailto:complaintsandcompliments@i-l-m.com)

We will ask you for feedback on our customer service

### We understand the importance of your orders and requests. So we make sure we deliver the right solutions at the right time.

We provide a decision on centre or qualification approval within 20 working days of receiving the application

We send you your external assessment results within 25 working days of the External Assessor receiving the scripts (if you sent them on the date you said when you registered them)

We issue certificates within 10 working days of correct results being entered onto the Walled Garden (or receiving the verified results for centres who do not have direct claims status)

We process appeals against results that your own internal procedures cannot resolve, within 40 working days

We resolve Walled Garden and ILM website issues within 3 working days – if it will take longer, we let you know

We send out resources and materials within 5 working days of receiving the order

We review and publish our fee information annually

We process and action external verification reports for UK centres within 10 working days of the visit or activity (reports for international centres do take longer)

We confirm event bookings within 3 working days of receiving them, and send out joining instructions at least 10 working days before the event

We pay your invoices and claim forms in line with the terms and timescales you agreed with the Finance Team

We set out our terms and conditions, policies and guidance in the ILM Customer Handbook available on our website <https://www.i-l-m.com/trainers-and-centres/customer-handbook>

For the City & Guilds Customer Charter visit: [www.cityandguilds.com](http://www.cityandguilds.com)

If you have any queries please contact ILM's Customer Service Team on:

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