



## QAA Standards of Service for Incoming Enquiries

Our commitment to the public is to provide high-quality information and advice in a professional, polite and efficient manner.

We strive to respond to enquiries quickly and thoroughly, and in order to achieve this we are committed to the following standards of service. You are welcome to contact us with enquiries through our social media channels. However, we may ask that you get in touch by telephone or email if your enquiry requires a more detailed response, and we are not always able to reply individually to all the messages we receive through our social media accounts.

When you telephone us:

- we welcome telephone calls in the English or Welsh language
- we will communicate with you using terms that are clear and easy to understand
- we will answer all of our telephone calls politely, indicating to whom you are speaking
- we aim to answer general enquiries immediately and only refer your enquiry to someone else when this is absolutely necessary
- you can leave a voicemail message if our line is closed and we will get back to you by no later than 17.00 on the next working day.

When you write to us or email us:

- we welcome correspondence in the English or Welsh language
- we will communicate with you using terms that are clear and easy to understand
- we aim to respond to your correspondence within three working days; however, we may not be able to respond in this timeframe if your query is particularly complex or during busy periods; should your query take longer to resolve, we aim to send you a further specific acknowledgement advising you when we will be able to respond to your query
- all written communications will contain the name and contact number of the person responsible for your enquiry.

### Visitors

QAA does not expressly deal with enquiries in person. Any visitors to the QAA office are by advance appointment only.

### Complaints about QAA

QAA is committed to resolving any problems or issues quickly and effectively. If you think something has gone wrong, please let us know by following our [Complaints Procedure](#).

If your complaint is about a higher education course or provider, please refer to our website page on [Complaints](#) to help you to identify the right organisation/person to speak to.

## Continuous improvement

We frequently review our performance against these standards and we are committed to continuous improvement. We welcome your feedback on how your enquiry has been responded to. We will use all the feedback we receive to improve our future performance.

## Your responsibility

It is understandable that when making an enquiry, an individual may be personally involved or affected by an issue they have brought to QAA's attention. In order for enquiries to be dealt with effectively, QAA expects you to treat employees with respect at all times.

We have therefore set out what QAA deems to be unacceptable behaviour on the part of the enquirer and the action that QAA will take in such circumstances:

- An enquirer being abusive or threatening during a telephone conversation. QAA will not tolerate abusive comments or obscene language, and QAA will not tolerate any personal threat to any employee. In the event that an enquirer becomes abusive, the enquirer will be advised that the telephone call will be terminated. The employee involved will immediately advise his or her line manager of the action taken and record the incident in writing.
- An enquirer being either abusive or threatening during any written communication. QAA will send a letter or email with a copy of this policy to the enquirer explaining that further correspondence of this nature will not be replied to.
- An enquirer repeatedly contacting QAA via telephone without offering new evidence or information. QAA will remind the caller of their responsibility and advise that the telephone call will be terminated. QAA will subsequently send a letter or email with a copy of this policy to the enquirer explaining that further correspondence of this nature will not be replied to.
- An enquirer repeatedly contacting QAA via email or social media without offering new evidence or information. QAA shall send a letter or email with a copy of this policy to the enquirer explaining that further correspondence of this nature will not be replied to.
- An enquirer making accusatory remarks about QAA or its employees. The caller will be referred to a member of QAA's Senior Leadership Team who will contact the enquirer to state that all communication will cease if the enquirer continues to communicate in such a manner.

*This document is available in both English and Welsh.*