

Enquiries Policy

Excellence, Achievement and
Learning (EAL) Ltd

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Website: www.eal.org.uk

EAL (Excellence, Achievement & Learning Ltd) is registered in England and Wales (02700780). Registered office: Unit 2, The Orient Centre, Greycaine Road, Watford, Herts, WD24 7GP

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ENQUIRIES POLICY

PURPOSE OF THIS POLICY

This policy is aimed at our customers and learners, who are delivering, undertaking, or have achieved EAL approved units or qualifications. It outlines the steps to be undertaken when submitting enquiries to EAL and the steps we will follow when responding to enquiries.

WHAT IS AN ENQUIRY?

Enquiries relate to requests for further explanation or information in regard to the following:

- Learner registrations and certifications
- Requests from centres in relation to late registration/certification, incorrect claims or 10 week rule
- EAL's products and services
- An online examination result or assessment decision

PROCESS

Centres and learners can contact the EAL Customer Experience Team directly to make an enquiry either by phone – 01923 652400 or via email customer.care@eal.org.uk.

We will respond to enquiries quickly and thoroughly and in order to achieve this we are committed to the standards of service detailed in our Customer Service Statement located on our website. <https://eal.org.uk/>

We may ask that you get in touch by email if your enquiry is complex or requires a more detailed response.

LATE REGISTRATION, LATE CERTIFICATION, INCORRECT CLAIMS OR 10 WEEK RULE ENQUIRIES

For requests relating to late registration, late certification, incorrect claims or 10 week rule, please contact our Customer Experience Team either by phone – 01923 652400 or via email customer.care@eal.org.uk.

ONLINE EXAMINATION RESULT OR ASSESSMENT DECISION ENQUIRIES

Learners, who wish to make a direct enquiry to EAL about their examination result or assessment decisions, should be supported by their centre and should have exhausted their centre's own learner enquiry process first. In line with data protection and GDPR, if a centre is enquiring on behalf of a learner it must ensure that the written permission of the learner is obtained in the first instance.

If you are dissatisfied with the outcome of an examination result or assessment decision enquiry, you may log an appeal following EAL's Appeals policy. This must be made in writing to EAL, within 20 days of receipt of the outcome of any examination result or assessment decision enquiry and therefore centres are asked to inform learners and staff to retain their course evidence until a result is received.

COMPLAINTS

EAL is committed to meeting and exceeding our customer experience and providing high quality products and services when dealing with enquiries. We welcome your comments, suggestions and feedback on the level of service you have experienced when making enquiries.

If you are not satisfied with the service you have received from EAL, please send a written complaint to customer.care@eal.org.uk using EAL's Feedback and Complaints Form located on the EAL website - [Complaints Form](#). Written complaints should be submitted within one month of the event or issue occurring which you are complaining about.

REVIEW ARRANGEMENTS

We will review this policy annually as part of our self-evaluation arrangements and revise it in line with any feedback from customers, learners, regulatory authorities or external agencies, or changes in our practices

CONTACT US

If you have any queries about the contents of this policy please contact the Customer Experience Team at: customer.care@eal.org.uk