

Customer service statement



Chartered
Institute of
Housing
Awarding
organisation

Introduction

The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. CIH is a registered charity and not-for-profit organisation.

The CIH Awarding Organisation (AO) provides nationally recognised housing qualifications, regulated by The Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Scotland Accreditation, Council for the Curriculum, Examinations and Assessment (CCEA Regulation) and Qualifications Wales (QW). We are dedicated to providing the highest quality, relevant and up-to-date qualifications for aspiring professionals in the sector.

Contacting us

We ask in the first instance that centres check Parnassus for copies of forms, specifications, templates and guidance documents.

If you are unable to find an answer to your query on Parnassus, please email awarding.organisation@cih.org

If you need to talk to someone regarding your qualification query, please call 02476 851 773.

Written enquiries may be sent to CIH Awarding Organisation, Suites 5 and 6, First floor, Rowan House, Westwood Way, Coventry, CV4 8HS.

CIH AO will:

- Ensure that CIH staff are friendly and courteous to you at all times.
- Pick up telephone calls promptly.
- Accept enquiries via e-mail, telephone call or post, we endeavour to respond within 48hrs, and by no later than 5 working days, depending on the nature/complexity of your enquiry

For learners undertaking qualifications, we will:

- Take steps to ensure that the data that we hold about you on our database, or in any other format, is accurate, up to date and secure, according to UK General Data Protection Regulation (UK GDPR)

- Ensure that there are robust and effective quality assurance mechanisms in place to support the qualifications.

For accredited centres, we will:

- Provide awarding organisation services in a timely and professional manner. See timescales in table below.
- Provide guidance documents on awarding organisation requirements and on the qualification process.
- Monitor qualification delivery to ensure that quality standards are maintained, enhanced and any issues arising resolved.
- Provide training and networking events for accredited centres.
- Ensure that the CIH website, and resource area (Parnassus) for accredited centres is informative and up to date.
- Monitor and evaluate our performance and effectiveness through regular feedback questionnaires.
- Provide regular newsletters.

Please note these are maximum response times and we will aim to respond prior to this wherever possible.

Stage	Note (Requirement)	Response time
Unit Sampling	A unit sampling schedule will be confirmed to align with the centre assessment strategy. Sampling reports usually made available to the centre no more than 10 working days from the date that the requested samples are submitted.	10 working days
EQA visit	Annual External Quality Assurance meetings will be arranged at a mutually convenient time.	Annually
Certification	Certificates can be accessed when all necessary unit results submitted to Parnassus by the centre have been verified through unit sampling (as above).	10 working days

If you are dissatisfied with any aspect of our customer service, you are entitled to complain. Please refer to our full complaints policy.