

Chartered Institute of Housing Awarding Organisation

Customer service statement

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Introduction

The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. Our goal is simple – to provide housing professionals and their organisations with the advice, support and knowledge they need to be brilliant. CIH is a registered charity and not-for-profit organisation. This means that the money we make is put back into the organisation and funds the activities we carry out to support the housing sector. We have a diverse membership of people who work in both the public and private sectors, in 20 countries on five continents across the world. Further information is available at: www.cih.org

CIH is the awarding organisation (AO) for housing qualifications and we are dedicated to providing the highest quality, relevant and up-to-date qualifications for everyone in housing.

The CIH has been offering housing qualifications at all levels for many years and achieved its first AO status in 2000. CIH qualifications are nationally recognised and regulated by:

- Office of the Qualifications and Examinations Regulator (Ofqual) in England - <https://www.gov.uk/government/organisations/ofqual>
- Qualifications Wales in Wales - <http://qualifications.wales/?lang=en>
- Scottish Qualifications Authority Accreditation (SQA Accreditation) in Scotland - <http://accreditation.sqa.org.uk/accreditation/home>
- CCEA Regulation in Northern Ireland - http://ccea.org.uk/regulation/about_us

Standards for all customers:

CIH AO will:	Time scale:
Ensure that CIH staff are friendly and courteous to you at all times.	
Pick up telephone calls promptly. If the person that you are trying to contact is not available we will take a message and, where appropriate, ensure that they call you back (or another member of the team).	1 working day
Send an acknowledgement or response to your email Inform you if it is going to take longer detailing why it is taking longer to respond and providing an indication of the date by which a response will be provided.	2 working days
Send an acknowledgement or response to all written correspondence, and deal with any enquiries or requests for information. Inform you if it is going to take longer detailing why it is taking longer to respond and providing an indication of the date by which a response will be provided.	5 working days

For accredited centres:

CIH AO will:	Time scale:
Ensure they have the opportunity to offer a wide range of qualifications.	
Ensure that there are robust and effective quality assurance mechanisms in place at all centres approved by CIH AO to offer qualifications.	
Provide guidance documents and a CIH AO external quality assurer to maintain quality standards.	
Ensure that the CIH AO website is informative and up to date.	
Monitor the courses to ensure that quality standards are maintained, enhanced and any issues arising .	Quarterly Moderation
Communicate regularly with the centre.	Bimonthly newsletter
Provide annual training and networking events for course leaders.	Annually
Publish the CIH AO learner registration fee structure for all accredited courses on our website.	
Despatch CIH AO certificates following verification of the pass lists by CIH AO.	Within 6 weeks
Ensure that there is a responsive customer service for existing and potential new course providers via the accreditation inbox: accreditation@cih.org .	
Monitor and evaluate our performance and effectiveness through an annual feedback questionnaire.	Annually

Centres in Scotland, Wales and Northern Ireland:

Where there is demand, we will consider communicating through the mediums of Welsh or Gaeilge and/or dual language. Evidence of this will be submitted to our Audit and Risk Board who will take a decision as to whether this demand can be met.

For the learners undertaking a CIH AO qualification:

CIH AO will:
Ensure that there are a wide range of qualifications.
Offer learners student membership of CIH for the duration of the course.. Membership of CIH provides access to information which provides up to date knowledge, skills and understanding required for all who work in housing.
Ensure that there are robust and effective quality assurance mechanisms in place at all centres approved to offer CIH AO qualifications.
Monitor the courses to ensure that the quality standards are maintained, and issues are fed back to the centres.
Ensure that the CIH AO website is informative and up to date
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 Data Protection Act 2018 and General Data Protection Regulation (GDPR).
Monitor and evaluate our performance and effectiveness through an annual feedback questionnaire.

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

If you are making an appeal against an assessment decision, please refer to our appeals policy for further guidelines.

Contacting us

CIH Awarding Organisation
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First floor,
Rowan House,
Westwood Way,
Coventry, CV4 8HS
Tel: 02476 851773

Email: accreditation@cih.org

Web: www.cih.org