LANGUAGECERT®

Customer Service Statement

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Public

PeopleCert
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TABLE OF CONTENTS

1 CUSTOMER SERVICE STATEMENT 4

2 CENTRE SUPPORT 4

3 GENERAL SUPPORT 4

4 WHO TO CONTACT IF YOU WISH TO ENQUIRE ABOUT ANY ASPECT OF OUR QUALIFICATIONS OR SERVICES 5

5 WHAT WE MEAN BY 'BUSINESS DAYS' 5

6 OUR REGULATORS 5

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Document Revision History		
Version	**Date**	**Description of Change**
8.0	**25/08/2026**	Update of 2026
7.0	**31/07/2025**	Periodical review, minor update in Appendix A
6.0	**30/09/2024**	2024 Rebranding
5.0	**29/08/2022**	Review 2022
4.0	**14/06/2021**	Update Ofqual address, revision to business days
3.2	**22/08/2019**	Update trademarks
3.0	**27/10/2017**	Initial issue

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1 Customer Service Statement

We intend to provide our customers: our centres, their staff, and their candidates, with the very best service, support, and advice.

We summarise below our commitment to our customers. We will regularly review our commitment to take account of our customers' experience and feedback.

2 Centre Support

We will endeavour at all times to provide our centres with:

- A user-friendly and supportive application process.
- Access to a range of resources that will enhance the service that you offer to your customers.
- High-quality procedures and processes.
- An excellent certificate issuing and delivery service:
- E-certificates online through each candidate profile in PASSPORT as soon as the official results are released.
- Hard-copy certificates where required and shipped to centres or candidates (as agreed with you in advance) within 5 business days after the release of official results.
- A professional business manner at all times.
- Best value for money.
- Fair and competitive prices for all of our services as detailed in our Fees list.

3 General Support

We will endeavour at all times to:

- Acknowledge your queries immediately and issue you with a reference number.
- Ensure you receive a respectful, friendly, and supportive attitude at all times from all our staff.
- Acknowledge any complaint you make within 48 hours.
- Report back to you on your complaint with the outcome of any investigation within 10 business days, or, if the complaint is more complex, within 15 business days.
- Listen to and respond positively to your feedback and suggestions.
- Ensure our staff and/or associates are appropriately qualified to perform their role and fully trained to deliver their responsibilities to our customers.

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4 Who to contact if you wish to enquire about any aspect of our qualifications or services

We will respond to all enquiries in a clear and friendly manner - with no undue delay, and in accordance with our commitment above.

You can find out how to make an enquiry in our Contact Us Guide.

Please note, in responding to enquiries, we will not disclose any information where to do so would be a breach of confidentiality and/or any other legal duty.

5 What we mean by 'business days'

Our online exams centre and our customer service team operate 24/7/365 so you can rely on us all year at any time of day and night to be there, to run your online exam, and to provide you with support quickly when you need it.

Where you have an enquiry or need support with an issue that will require the additional expertise of one of our business teams, we commit to meeting the service targets in this document.

As an international organisation, LANGUAGECERT® recognises that normal working days vary by jurisdiction. Accordingly, a 'business day' means any day that is ordinarily treated as a working day in the relevant country or region, excluding applicable public or statutory holidays.

6 Our regulators

Should a situation arise where you wish to complain about any aspect of LANGUAGECERT® directly to the regulatory authorities, please use the contact details set out below for the relevant regulator(s):

Ofqual	
Online	Complaints to Ofqual - GOV.UK
In writing	**Office of Qualifications and Examinations Regulation** Earlsdon Park 53-55 Butts Road Coventry CV1 3BH United Kingdom
Qualifications Wales	
Online	Incidents & Complaints | Qualifications Wales
In writing	**Qualifications Wales** Q2 Building Pencarn Lane Imperial Park Coedkernew Newport NP10 8AR United Kingdom

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