

# Customer Service Policy

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This document forms part of our Management Systems and compliance is mandatory for all staff and contractors. If you find any weaknesses in the document or examples of non-compliance, please report it to the Compliance Team at [compliance@bcs.uk](mailto:compliance@bcs.uk).

## 1 Introduction

BCS aims to deliver the highest standard of customer service at all times. We welcome feedback from customers and will be pleased to receive comments, suggestions for improvement and constructive criticism to our standards of service from any stakeholder.

If we fail to deliver the promised level of service, we have processes for communication, acknowledgement and resolution of complaints that can be followed.

## 2 Scope and Objectives

This policy applies to all activities performed by BCS staff and business partners acting on behalf of BCS Group in delivering of products and services for customers and developing our IT community and the IT profession generally.

It is intended to facilitate the fulfilment of the following objectives:

- achieve excellent customer satisfaction by delivering error-free qualifications and providing a service that is second to none in a timely manner;
- support our customers' success by consistently delivering qualifications and services that fully meet or exceed their needs and expectations;
- promote a culture of continual improvement in seeking and implementing the best ways to serve our customers;
- demonstrate to all customers that they can rely upon the high-level provision of qualifications and services by BCS employees and business partners.

## 3 Quality Assurance

We are committed to meeting our customer's expectations through a series of processes intended to facilitate the:

- understanding of the needs and requirements of our customers;
- developing and empowering BCS employees to do what is needed to satisfy the customers;
- continuous improvement of products and processes on the basis of measurable objectives;
- optimisation of our business processes to make them able to satisfy the evolving needs and expectations of our customers in an effective and efficient manner.

Departmental KPI's are discussed on a monthly basis in one to one meetings with all staff working within the scope of this policy and are fully reviewed and updated on an annual basis to ensure that they are fit for purpose.

## 4 Proactive Controls

In aligning our business practices with the market evolutions and relevant industry trends, we will promptly consider any information from our Regulators, internal monitoring arrangements and customer satisfaction surveys, actions from the British Standards Institute or other relevant external agencies as well as changes in legislation and regulatory requirements.

## 5 Complaints and Grievances

Customer feedback helps us understand and measure the level reached by our services in meeting public needs and expectations. It also helps us identify issues that need settlement and areas of improvement in the long run.

Whenever possible, complaints will be acknowledged within 2 business days - enquiries and any other requests for information or services will be acknowledged within 3 business days. These will be dealt with according to the processes outlined in the Business Management Manual.

## 6 Continuous Improvement

Corrective actions identified from complaint investigations, along with identified opportunities from analysis into negative feedback will be also used to improve the business processes and work procedures in order to achieve error-free services. Feedback analysis is conducted on a monthly basis and provided to all relevant areas of the business on monthly/quarterly basis.

## 7 Responsibilities

To ensure that the policy is successfully implemented, employees will be responsible for ensuring that the correct procedures are followed to meet these requirements. Training will be an integral part of the strategy to achieve these aims. Employees within the Customer Service team are scored across each service area based on their knowledge of product/service information, systems and procedures. These scores form the Skills Matrix which is used to ensure employees possess required levels of subject competence or schedule training where required.

The personal effort invested in meeting the objectives and quality assurance requirements of this policy will be fairly considered in the evaluation of the individual job performance.

## 8 Breaches and Investigation

Any employee who by his/her negligent action or inaction prevent the objectives and quality assurance requirements outlined in this policy may face disciplinary action.

The investigation of any real or alleged act of non-compliance with this policy will be conducted by the line manager and its results reported to the divisional director, the Head of HR and Head of Compliance.

## 9 Monitoring

The Head of Group Operations will monitor the effectiveness and review the implementation of this policy with regards to its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible.

## 10 Review

This policy will be reviewed on an annual basis in line with BCS standards and regulatory criteria. It may also be amended at any time when a modification is deemed necessary following investigation of complaints or customer related research activities. We will take into account any customer feedback, trends from our internal monitoring arrangements, changes in our practices, actions from the Awarding Bodies or other relevant external agencies as well as changes in legislation.



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