



ASSOCIATION OF RUSSIAN BALLET & THEATRE ARTS

(non-profit making organisation)

Patrons: Mikhail Messerer, Olga Sebadoch, Svetlana Adyrkhaeva, Elena Glurjidze

Customers Service and Complaints

CUSTOMER SERVICE STATEMENT AND STANDARDS

WE ARE COMMITTED TO

1. providing examinations, assessments and qualifications that recognise the achievements of students and retain public credibility;
2. developing effective working partnerships between the Graded Qualifications Alliance Members, the Association of Russian Ballet and Theatre Arts, centres, examiners/assessors, and the wider community;
3. recognising and respecting the needs and rights of all individuals;
4. the continuous improvement of our programmes and services;
5. providing clearly stated minimum standards for our services and evaluating our effectiveness in maintaining these.

YOU CAN EXPECT US TO

1. treat you with courtesy, respect and consideration
2. identify ourselves by name when we communicate with you
3. listen and respond appropriately
4. conduct our dealings with you with efficiency, with integrity, fairness and professionalism
5. provide you with relevant, accurate and up to date information when you need it
6. make you aware of the standard of service we aim to provide
7. actively seek your comments on a regular basis, and by a variety of means, to help us continue to develop our programmes and services

IF A PROBLEM ARISES, WE WILL

1. wherever possible deal with the matter straightaway
2. advise you of what action can be taken when it cannot be dealt with immediately
3. advise you of any further steps you can take if you remain dissatisfied.

STANDARDS

The Graded Qualifications Alliance and the Association of Russian Ballet and Theatre Arts seeks to continuously improve the way we work and the quality of service we provide. The following standards cover the services that we offer to centres, candidates and parents in the provision of qualifications. These services involve providing relevant information, answering enquiries and managing the examination and assessment process.

- Standard 1. Answer your letters clearly and within 15 working days of receipt.
- Standard 2. See you within 10 minutes of any pre-arranged time for appointments at our offices.
- Standard 3. Provide regular information about our qualifications and services and provide a minimum of 12 months notice of the withdrawal of a syllabus or significant changes to assessment and examination requirements.
- Standard 4. Consult users regularly about services and report on findings.
- Standard 5. Have a complaints procedure and send you information about it on request.
- Standard 6. Take all reasonable steps to make services accessible to everyone (including people with special needs).
- Standard 7. Provide professional, courteous and efficient treatment.

Standard 8. Clarity in explaining our position. We will answer your questions in a clear and concise manner. We will explain how decisions were made and convey this information in understandable language.

ISSUE OF RESULTS AND CERTIFICATES

Results and Certificates will be issued within 6 weeks of the examination/final Independent Assessment date.

COMMUNICATION PATHWAYS

Enquiries, complaints and appeals in relation ARBTA examinations regulated by the Graded Qualifications Alliance should be referred directly to GQAL. If initial communication of the enquiry, complaint or appeal is referred to the Association of Russian Ballet and Theatre Arts, it will be forwarded without delay directly to GQAL.

Enquiries, complaints and appeals in relation all other ARBTA examinations and assessments should be referred directly to ARBTA.

ENQUIRIES ON RESULTS

All applications for enquiries about results will be acknowledged within 7 working days of receipt.

Requests for a Clerical re-check for an individual candidate will be responded to within 7 working days of receipt.

Requests for a review and re-mark for an individual candidate will be responded to within 14 working days of receipt.

Requests for a review and moderation for a group of candidates will be responded to within a 6 week period from receipt.

APPEALS

All applications for Appeals will be acknowledged within 7 working days of receipt.

Stage 1 Appeal

The appellant will be informed of the result of the appeal within a 5 week period from the date on which the appeal was received.

Stage 2 Appeal

The appellant will be advised of the date of the hearing within a 4 week period from the date on which the appeal was received.

The appellant will be informed of the result of the appeal within 14 working days of the date of the hearing.

If you are dissatisfied with any aspect of GQAL customer service, please contact the General Secretary on 0116 2624122 or write to the General Secretary at Graded Qualifications Alliance, Garden Street, Leicester, LE1 3UA or e-mail info@gqal.org

If you are dissatisfied with any aspect of ARBTA customer service, please contact the General Secretary on 07587 938624 or write to the General Secretary at ARBTA, 119 Oaklands Avenue, Watford, WD19 4TN or email ad.arbta@gmail.com.

COMPLAINTS PROCEDURE

We welcome your assistance in telling us how we can improve the delivery of our service to you. If the service you receive falls below our published standards we will take action to put things right. If you have a complaint about our service you can tell us by telephone, in writing or by email.

Initially please make your complaint to the person dealing with your application or enquiry. If this officer cannot deal with your complaint to your satisfaction they will give you the name of a more senior officer whom you can contact. If you remain dissatisfied (or if you are unsure who you should contact) you may write to the General Secretary.

Your complaint will be acknowledged within 3 working days of your complaint being received and you will be sent a written response within a further 21 working days. If, however, we are unable to send out a final response within that timescale we will send you an interim reply telling you why and when you may expect to know the outcome.

If you feel that your complaint has not been fully resolved you can write to the Chair of the Graded Qualifications Alliance Governing Council for complaints in relation to ARBTA examinations regulated by GQAL or the Chair of the ARBTA Management Committee for all other ARBTA examinations and assessments.