

Appendix I – ILEX Customer Service Statement

Delivering Customer Service

ILEX aims to support, educate and represent its members throughout their legal career. ILEX has made a commitment to its members to deliver high standards of customer service.

Customer Service Statement

- To provide comprehensive legal education
- To develop relationships with all members
- To communicate with all customers in a clear and effective manner
- To ensure that all ILEX services are subject to quality assurance
- To deliver the highest level of customer satisfaction and meet customer needs in the most effective way
- To ensure all stakeholders (members, employees, centres and suppliers) are treated with dignity and respect
- ILEX aims to comply at all times with its Equality and Diversity Policy

ILEX will:

- Provide clear information to all prospective students about educational opportunities
- Acknowledge enquiries within 5 working days
- Ensure all customers are aware of the complaints procedure. Complaints will be acknowledged within 3 working days and answered within 10 working days
- Ensure all students know the examination results enquiries and appeals procedure. Appeals will be acknowledged within 5 working days and answered within 8 weeks, where re-marking is required
- Make every effort to ensure all documents and guidance given to students, centres and employers is clear and relevant
- Listen to customers and monitor changing needs
- Monitor needs of employers to ensure the ILEX qualifications remain relevant
- Acknowledge registration of new student applications within 10 working days
- Produce examination certificates within 4 weeks of results notification
- Review the unit specifications each year
- Regularly review the service processes

Conclusion

ILEX will report annually to stakeholders on performance achieved against customer service commitments. If you wish to register a complaint regarding standards of customer service, please write to: Head of Awards, ILEX, Kempston Manor, Kempston, Bedford, MK42 7AB. If you are not satisfied with the result, you can ask the Chief Executive to review your complaint.