

Appendix I ILEX Awards Customer Service Statement

Delivering Customer Service

ILEX aims to support, educate and represent its members throughout their legal career. ILEX is committed to providing the highest standards of customer service.

ILEX Awards 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 aim to deliver the highest level of customer satisfaction and meet customer needs in the most effective way
- All stakeholders will be treated with dignity and respect.
- ILEX will comply at all times with its Equality and Diversity Policy

ILEX Awards will:

- Provide clear information to all prospective students about educational opportunities
- Acknowledge enquiries within 1 working day
- Ensure all customers are aware of the complaints procedure through regularly updated information on www.ilex.org.uk. 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 through regularly updated information on www.ilex.org.uk. 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 and available on www.ilex.org.uk
- Listen to customers and monitor changing needs
- Monitor needs of employers to ensure the ILEX qualification remains relevant
- Produce examination certificates within 25 working days of results notification
- Review the unit specifications each year
- Deal with your queries promptly and courteously
- Provide accurate and timely information to help you make decisions
- Respond promptly to any issues that you may raise

Our Awards Advisors will:

- Be comprehensively trained to provide advice on the ILEX Qualification and examination and professional skills assessment regulations and processes
- Provide accurate and reliable information

- Arrange to return your call at an agreed time, if your enquiry requires in-depth research
- Be available from 8.45am - 5pm (Mon, Tues & Thurs), 10am – 5pm (Weds) and 9am - 4pm (Fridays), excluding Bank Holidays and the period from Christmas Eve to New Year's day.

There are several ways in which you can help us to meet the standards:

- When you call or email us, please have your membership number available so that we can clearly identify you
- Tell us when we are getting it right, so that we can do more of it
- Tell us when we are getting it wrong, so that we can resolve the issue, learn from our experience and improve the service for all our members
- Talk to us rationally, calmly and respectfully, so that we can work together to resolve your enquiry as soon as possible.

Conclusion

If you wish to register a complaint regarding standards of service for Awards, please contact us via email at lara.walsh@ilex.org.uk or write to Awards Customer Service, ILEX, Kempston Manor, Kempston, Bedford, MK42 7AB.

If you are not satisfied with how your complaint has been dealt with, please visit the Customer Service Feedback page on www.ilex.org.uk where the Customer Feedback form, policy and procedure is available. Alternatively you can email customerservice@ilex.org.uk