

Customer Service statement

Our purpose is to enable people and organisations to develop their skills for personal and economic growth

Here at ILM we are committed to improving customer experience, we do this by listening to comments and feedback, and measure results by the service standards set out below.

We put customers first. So we always listen carefully and respond positively

We answer your telephone calls courteously, promptly and professionally

We aim to completely resolve your enquiry for you, the first time you call. If we don't have an immediate answer, we find out for you, and let you know when you'll hear back from us

We respond to your emails and letters within 3 working days

If you have a complaint, we aim to resolve it for you within 8 working days, or keep you fully informed if it takes longer. Let us know about your complaint by emailing complaintsandcompliments@i-l-m.com

We will ask you for feedback on our customer service

We understand the importance of your orders and requests. So we make sure we deliver the right solutions at the right time.

We provide a decision on centre or qualification approval within 20 working days of receiving the application

We send you your external assessment results within 25 working days of the External Assessor receiving the scripts (if you sent them on the date you said when you registered them)

We will certificate within 10 working days of correct results being entered onto the Walled Garden (or receiving the verified results for centres who do not have direct claims status)

We process appeals against results that your own internal procedures cannot resolve, within 40 working days

We resolve Walled Garden and ILM website issues within 3 working days - if it will take longer, we let you know

We send out resources and materials within 5 to 7 working days of receiving the order

We review and publish our fee information annually

We process and action external verification reports for UK centres within 10 working days of the visitor activity (reports for international centres do take longer)

We confirm event bookings within 3 working days of receiving them, and send out joining instructions at least 10 working days before the event

We pay your invoices and claim forms in line with the terms and timescales you agreed with the Finance Team

We set out our terms and conditions, policies and guidance in the ILM Customer Handbook available on our website i-l-m.com/trainers-and-centres/customer-handbook

For the City & Guilds Customer Service Statement visit: www.cityandguilds.com

If you have any queries please contact ILM's Customer Service Team on:

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