



Sharing the best in Gardening

RHS Qualifications

Customer Service Statement and Complaints Procedure

1. Customer Service Statement

- 1.1 RHS Qualifications is committed to providing excellent standards of customer service, and makes all reasonable efforts to ensure that the standards of service set out in this policy are consistently achieved.
- 1.2 RHS Qualifications seeks to continually improve the customer experience and welcomes all feedback and comments. Comments can be made by letter, email or telephone. Contact details are included in this policy.

2. Published Information

- 2.1 RHS Qualifications aims to make all information relating to its qualifications easily accessible on its website www.rhs.org.uk/courses/qualifications.

This includes qualification specifications, fees information, policies, procedures and general guidance. Any published document will be supplied in hardcopy form upon request.

3. Service Levels

- 3.1 RHS Qualifications aims to acknowledge all enquiries or complaints within 3 working days. Where investigation or further work is required, we aim to provide a full response within 10 working days. If this is not possible, we will keep you fully informed of progress.
- 3.2 RHS Qualifications will review all fees on an annual basis and will publish fee information at least 6 months prior to it taking effect.
- 3.3 Examination dates will be set and published one year ahead of the dates.
- 3.4 Examination results will be published to the RHS Qualifications web portal within 50 working days of the date of the examination.
- 3.5 Qualification certificates will be printed and despatched within 30 working days of the publication of results.

4. Complaints

- 4.1 Whilst we strive to ensure that we deliver excellent standards of service at all times, we accept that there may be occasions when candidates, approved centres or members of the public are not fully satisfied with the service provided. In these circumstances, complaints should be sent by letter or email to the Quality Assurance and Relationships Officer, RHS Qualifications, at the contact address given in this policy.
- 4.2 All complaints will be acknowledged within 3 working days. Where investigation or further work is required, we aim to provide a full response within 10 working days. If this is not possible, we will keep you fully informed of progress and provide a timescale for providing a full response.
- 4.3 RHS Qualifications will not normally investigate complaints about approved centres or learning providers that relate to the quality of teaching or training provided, or the quality of any teaching materials supplied. Any such complaints should be addressed directly to the centre or the learning provider.

5. Enquiries about Results

- 5.1 Candidates who have a query regarding their examination result may apply for a Re-mark and Feedback.

This provides re-marking of the examination paper by an independent examiner. Feedback will be provided identifying areas of strength and weakness with constructive suggestions for improvement.
- 5.2 Candidates requesting a re-mark need to be aware that grades may go down as a result of the re-marking.
- 5.3 Applications for the 'Enquiry about Results Service' must be made through the approved centre where the candidate registered for the examination. This service will be available for 28 days from the date of release of the results to Approved Centres on the RHS web portal.
- 5.4 Fees for the Re-mark and Feedback are published in the RHS Qualifications Fees Notice. Where a re-mark results in the upgrade of a result from 'fail' to 'pass' or from 'pass' to 'pass with commendation', the re-mark and administration fees will be refunded.

6. Appeals

- 6.1 RHS Qualifications has an appeals process which provides for the appeal of:
- (a) the results of assessments,
 - (b) decisions regarding Reasonable Adjustments and Special Consideration, and
 - (c) decisions relating to any action to be taken against a Learner or a Centre following an investigation into malpractice or maladministration.
- 6.2 Details of the procedure to follow in order to make an appeal are contained in the RHS Appeals Procedure which is published on the RHS website and available on request.

7. Contact

- 7.1 All enquiries or complaints should be addressed to the following:

Email: qualifications@rhs.org.uk

Post: RHS Qualifications
RHS Garden Wisley
Woking
Surrey
GU23 6QB

Phone: 01483 226500