



Customer Service Statement

The ABA Procurement is a professional training organisation committed to developing Procurement and Supply chain excellence with purchasing and supplying organisations, through its skills programs, awards, certification of qualifications, and public representation.

ABA strives to provide relevance, timeliness and consistency in all its educational activities. We regard all, students, partner organisations and the public whom we serve as our customers.

Customer service standards

Courtesy: Staff and tutors of ABA will be educated in the service standards; will exhibit customer friendly service skills; and be knowledgeable, professional and courteous in meeting the needs of our customers.

Confidentiality: All information gathered or held regarding the personal or business affairs of our customers will be held in strict confidence, for the sole use of the ABA in meeting its stated objectives.

No information will be released to members, partner organisations, or any other third party in a format that will allow identification except with the express consent of the provider or as may be required by law.

ABA does not sell lists to third party marketing organisations.

Communication: ABA can be reached by post, phone, and email. All correspondence will be responded to in a clear, concise and timely manner. Our aim is that all correspondence, from date of receipt, will receive a response within 3-4 business days. More complicated issues will receive an acknowledgement within the response time, and continuous updates on the progress of the case until a resolution can be achieved.

Consistency: As part of our commitment to upholding professional standards, ABA will implement and reviews programme delivery to ensure that its application of examination and accreditation guidelines is consistent across all Students, Members and partner organisations.

Support for partners: We regard academic awarding bodies as our partners in raising and maintaining education standards in Procurement. We endeavour to ensure that these partners are provided with clear and comprehensive information about our syllabus, rules and regulations for administering the programme, and all applicable fees, in a timely and efficient manner. We welcome input from our partners to ensure that the syllabus and its administration meet the changing needs of the learning environment.

Reduce bureaucracy: Wherever possible, without compromising the professional standards of our learning experience, we strive to reduce the burden of unnecessary paperwork.

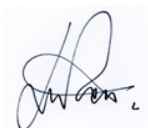
Handling complaints: ABA seek fair, just and prompt solutions when possible to any complaints and appeals. All such issues should be directed to the Programme Director in the first instance, where they will be acknowledged and directed to the attention of the appropriate person. A formal appeal process is in place for any disputes regarding exemptions or awards in the CIPS programme; copies are available from the CIPS website.

Information about our organisation, its work and examinations syllabus is available in the in the staff and learners hand books plus available on the Academy's and CIPS websites. This information is also available and regularly updated on our website where the date of latest update is noted.

Information about current fee structures is included in each of these sources.

ABA procurement complies fully with the provisions of the Data Protection Act 1998. Any personal or confidential information held by ABA about a member, student or partner is fully accessible to that person or body for review or editing by contacting the Programme Director

Consultation and feedback is an important part of meeting our objectives. ABA conducts regular surveys of the needs and perceptions of its customers, using the feedback to enhance its service.



David Pratt,

Director

Policy Reviewed and Updated 5th December 2018