Customer Service Agreement

This Customer Service Agreement is issued between the RJ4All International Institute and all its service users. Its main purpose is to ensure that our service users have an easy access "go to" place when it comes to setting standards for all RJ4All services. This applies to everything that we provide whether this is a physical or online product/ service. We understand "customers" as "service users" covering anyone who might receive a service whether on a paid or free basis. This Agreement also covers our educational courses, ecourses and Diploma in Restorative Justice Practice.

Our Vision

Our vision is to provide exceptional customer service that is responsive to the needs of our customers. We aim to achieve this by maintaining close relationships with our customers, leveraging our extensive sector knowledge, and delivering RJ4All services that meets the rigorous requirements of the Qualifications Regulators. We are committed to being adaptable, courteous, and acting with integrity in all our interactions.

Introduction

Restorative Justice for All (RJ4All) offers services which undergo a rigorous quality assurance process. We value all feedback from our customers, as it is crucial for the continuous improvement of our services. Although we conduct regular feedback surveys with service users, we welcome feedback at any time. Feedback can include compliments, suggestions for improvement, concerns, or complaints. We have established processes to ensure that all feedback is handled promptly and effectively.

Written communications should be sent by email to admin@rj4all.org, and per post to:

The Rotherhithe Community Centre
30 Plough Way
London
SE16 2LJ

Compliments and Suggestions for Improvement

Compliments and suggestions for improvement should be sent to the above email or postal address, or by calling us at +44 (0) 7708758600. We will acknowledge receipt of

your feedback and will keep you informed about the actions we have taken or will take as a result of your feedback.

Complaints

In the event of a complaint, please follow our complaints procedure. The Complaints Policy and procedure will be available to our students. We will acknowledge receipt of your complaint and will inform you of the outcome or the actions we will take.

Enquiries about Results

Enquiries about results should be directed through our enquiries and appeals process. Please send enquiries directly to admin@rj4all.org. We will acknowledge receipt of your enquiry and will notify you of the outcome.

Appeals against Decisions

If you wish to appeal a decision made by RJ4All, please follow our appeals process. We will acknowledge receipt of your appeal and will notify you of the outcome. Please send appeals directly to admin@rj4all.org. The Enquiries and Appeals Policy, procedure, and appeal form are available upon request.

Malpractice and Maladministration

Suspected or actual malpractice or maladministration should be reported. This can be done through contacting the Centre. Please send enquiries directly to admin@rj4all.org. We will acknowledge receipt and keep you informed of the actions we are taking and the timescales involved. We will also notify you of the outcome of our investigations.

Certification

Learner registrations will be processed and confirmed within 7 days, and certificates will be issued 30 days of receiving the claim.

Fees

We will review and publish our fee information annually on our website.

Review of the Customer Service Agreement

This agreement will be reviewed annually and revised as necessary in response to customer feedback, changes in legislation, and guidance from the Qualifications Regulators.