

ICB



The Institute of Certified Bookkeepers

ICB Customer Service Statement

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1. Introduction

ICB takes its responsibility to handle communications within the service levels set out in this statement and to maintain professional standards for the benefit of its students, members, suppliers, stakeholders and all other third parties (customers).

The purpose of the ICB Customer Service Statement is to inform ICB's customers the level of service they can expect to receive from ICB.

2. Commitment

ICB is committed to providing a high standard of customer service and ensuring all customers are dealt with promptly and in a professional and helpful manner.

ICB customers can expect:

- To be treated with courtesy and respect at all times.
- To receive an acknowledgement to general enquiries within 3 working days.
- To receive a response to general enquiries within 10 working days.
- To receive an acknowledgement to a complaint and have resolution in accordance with ICB Complaints Policy.
- To receive an acknowledgement to an appeal and have resolution in accordance with ICB Appeals Policy.
- ICB to take all reasonable steps to ensure that the full range of ICB services are made available to all its customers, in accordance with ICB Equality and Diversity Policy.
- ICB to listen to feedback and take appropriate action where required as part of ICB's commitment to continuous improvement.

ICB aims to provide timely, courteous customer service at all times. If customers feel ICB service levels do not comply with this statement, or in fact receive below standard customer service, ICB encourages customers to feedback using one of the communication channels as set out below.

3. Member support services

ICB offers a range of services to its members to ensure the member feels supported by their membership body. ICB has its own in-house counsel and a range of subject experts who are on hand to provide advice and guidance on all matters relating to bookkeeping services. ICB are able to offer:

- Legal advice
- Tax and VAT advice
- Technical guidance
- Insolvency advice
- Business support
- Anti-Money Laundering guidance
- Document proofing service
- General membership administration

4. Student support services

In addition to the member support services outlined above, ICB offer the following support and guidance to students studying for ICB qualifications:

- Study support and materials
- Accredited Training Provider details
- Qualification guidance
- Examination guidance
- Mock examinations
- Examination feedback
- Examiner Reports
- PERC – Personal Examination Record Certificate
- CPD – Continuing Professional Development

5. Communications

ICB has a customer support helpdesk which is staffed from 08:30 to 17:30 Monday, Wednesday, Thursday and Friday and 10:00 to 17:30 on Tuesdays (special opening hours due to staff training).

General communication from ICB to its customers is via the ICB website, the ICB Forum and ICB Social Media. The ICB newsletter, InVoice, is also sent to all registered students, members and accredited training providers via e-mail on a monthly basis.

Information on all ICB services and products are available on the ICB website www.bookkeepers.org.uk

Customers can contact ICB via the following means:

E-mail

memberservices@bookkeepers.org.uk

info@bookkeepers.org.uk

apprenticeships@bookkeepers.org.uk

Website

www.bookkeepers.org.uk

Social Media



[Twitter.com/ICBUK](https://twitter.com/ICBUK)



[Facebook.com/ICBUK](https://facebook.com/ICBUK)



[Linkedin.com/company/ICBUK](https://linkedin.com/company/ICBUK)

Telephone

+44 (0) 203 405 4000

+44 (0) 845 060 2345

In writing

ICB

122-126 Tooley Street

London

SE1 2TU

6. Data Protection

ICB takes all reasonable steps to ensure that information about our customers is used and stored responsibly and securely and in accordance with the Data Protection Act 1998, and, as of 25th May 2018, the General Data Protection Regulation (GDPR) 2018 (or any subsequent

revision or replacement). ICB will not sell, share or distribute information to unrelated third parties. For full details please see ICB Data Protection Policy.

7. Fees

Full information on fees can be found on the ICB website www.bookkeepers.org.uk.

8. Monitoring

ICB Customer Service Statement is subject to regular monitoring and review to maintain the highest possible standards of consistency and quality.

The Customer Service Statement is formally approved by the ICB Governing Council. Furthermore, the statement has been developed in line with good practice.



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