**NSAI Certification UK**

**Customer Charter**

**NSAI Certification UK’s commitment to quality customer service**

**Revision 1 – December 2022**

**NSAI Certification UK**

*Guided by our organisational values we are fully committed to providing our customers with an efficient, timely, professional and courteous service[[1]](#footnote-1).*

Our values:

* We recognise the importance, and encourage the continuous honing, of our technical **expertise** to ensure we are always abreast of developments
* We ensure a consistent and positive approach in our work through the **dedication** and enthusiasm of our staff
* We protect our **impartiality** which guarantees no predisposition in our work or in our dealings with business and public alike
* We respect our customers and demonstrate an **engaging** and respectful approach always
* We see **pride in our work** as a byword for excellence with each of us responsible for the highest of standards
* We value **thoroughness** in all our work which has to stand the test of time and take into account all known variables

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# Our Customers

NSAI Certification UK has a wide range of customers, including manufacturing and service businesses, importers, distributors, retailers, consumers, professionals, media, business representatives, non-governmental spokesmen, researchers, students and personnel from Government departments and official agencies.

This Charter sets out the standards of service you, as a customer, can expect to receive when contacting NSAI Certification UK.

# Our Promise to You

We will:

* Deal with you promptly, efficiently and to the best of our ability and should you contact us about matters which are not part of our operations or services, we will do our best to inform you of which other organisation, if any, we believe can best help you with the information you require
* Be courteous, friendly and attentive in our dealings
* Provide clear and accurate information and only use technical or legal terms when necessary
* Treat all our customers equally and with respect
* Protect any personal information you give to us, a copy of our personal data privacy policy is available on our website
* Be impartial and independent in all our dealings with business and the public alike
* Listen to your feedback and deal promptly when you have a complaint

# What You Can Expect From Us

Written enquiries

If you write to us:

* We will acknowledge non-routine enquiries received by post or to our email [certificationuk@nsai.uk](mailto:certificationuk@nsai.uk) within **two working days** of receipt and will respond fully within **five working days** where possible. You will be informed if your enquiry requires considerable research or expertise and you will be advised when you should expect a full response.
* We will ensure all our correspondence includes a contact name, telephone number and email address.
* We will respond to you in clear and simple language and if we use technical terms we will explain them.

Personal callers

If you visit us in person:

* We will be available to meet with you by appointment during normal office hours and exercise flexibility in so far as possible to meet your needs outside these hours
* We will be timely and punctual in our dealings with you
* We will make sure to have suitable meeting facilities in a clean, accessible office that meets health and safety standards
* We will respect your privacy
* We will be polite and fair in our dealings with you

Website (www.nsai.uk)

We use our website to keep you informed of our activities and to provide you with a means of accessing our operations or contacting use directly by email. To ensure the best service to you:

* We will keep our website up-to-date and strive to make it as easy to access and navigate as possible
* We will ensure that information on our website is clear and accurate, and where possible that technical or legal terms are explained
* We will provide facilities for making an enquiry or complaint on our website
* We will offer facilities to subscribe to sections of the website which may be of interest to you

# Access for People with Disabilities

If you have a disability and inform our Access Officer (email [accessofficer@nsai.ie](mailto:accessofficer@nsai.ie)) of your intention to visit NSAI Certification UK, we will provide all the necessary assistance and information you will require to comfortably and safely access the building.

We will:

* Ensure that there is physical access for people with disabilities at our public offices and maintain that physical access to a high standard
* Ensure that information produced by NSAI Certification UK, where possible, is available in a suitable format for people with disabilities including compliance with the Website Accessibility Initiative (WAI), Level 2
* Review and improve signage of disabled facilities as necessary.

# Suppliers

We will:

* Operate clear, impartial and transparent tendering and purchasing procedures in accordance with Public Procurement Guidelines
* Ensure that payments to suppliers are made in accordance with applicable Prompt Payment legislation and guidelines

# We Value Your Opinion

Let us know when you are happy with the service we have provided for you. Equally, if you are unhappy with our service or if you have suggestions to improve our service, we would like to hear from you. You can communicate your views directly to our staff in day to day contact or in writing by email to [certificationuk@nsai.uk](mailto:certificationuk@nsai.uk) or by post.

# If you are not happy with our service

If you are not satisfied with any aspect of our services or you believe the service you have received fall short of what is outlined in this Charter you have a right to complain, preferably in writing. We will deal with your complaint according to our Complaints Policy. All complaints will be dealt with fairly, impartially and in a timely manner. For more information on making a complaint please refer to our Complaints Policy or send an enquiry to [certificationuk@nsai.uk](mailto:certificationuk@nsai.uk).

We will make sure your interactions with us in the future do not suffer just because you made a complaint.

# Contact US

NSAI Certification UK is located at

Lower Ground Floor, One George Yard,

London, EC3 9DF

**Email:** [certificationuk@nsai.uk](mailto:certificationuk@nsai.uk)

**Website:** [www.nsai.uk](http://www.nsai.uk)

Our head office opening hours are -

Monday to Friday: 9.15 h to 13.00 h and 14.00 h to 17.15 h

1. This document is an expression of our commitment to customer service and does not in any way confer a specific right for service delivery. [↑](#footnote-ref-1)