

# CUSTOMER SERVICES STATEMENT

## CUSTOMER SERVICES

AIA is committed to providing a high quality support service for its students, members and customers, and ensures that everyone is dealt with consistently and fairly. As an international accountancy body, AIA have a global network of Branches that offer local services and support, which is backed by a Head Office in the UK.

To ensure outstanding levels of customer service, AIA will:

- Make the interests of all members and customers our priority;
- Answer all telephone calls within three rings during office hours and provide an answering service outside of those hours;
- Despatch requests for information about AIA qualifications within three working days;
- Provide appropriate advice and guidance to both potential and existing customers;
- Review all correspondence and undertake initial administration within four working days; and
- Undertake preliminary administration of initial registrations within a two week period.

On those rare occasions when it is not possible to meet these standards, customers are kept fully informed of the progress of their enquiry.

AIA also recognises the importance of feedback and to ensure that we are meeting customer needs, will conduct satisfaction surveys on all aspects of its work.

AIA aims to deliver world-class support to all its customers and in doing so provides accountants with the information and skills required to excel in their chosen career.

## EQUALITY & DIVERSITY

AIA operates a strict policy of equal opportunities. The aim of this policy is to ensure that no applicant, member, student or employee should receive less favourable treatment on any grounds not relevant to good employment practice.

As an employer and professional body AIA will treat all people equally irrespective of race, ethnic origin, sex, marital or parental status, sexual orientation, creed, disability, age or political belief.

CREATING WORLD CLASS ACCOUNTANTS



## COMPLAINTS HANDLING

When customers are not happy with the service they receive, AIA ensures that complaints are dealt with both effectively and efficiently. When dealing with a complaint, AIA will:

- Acknowledge the complaint immediately and state how long we will take to get back to you;
- Fully and fairly investigate your complaint;
- Send you a full and swift response; and
- Consider your complaint when we review services for improvement.

## CHARGES & FEE STRUCTURE

AIA is committed to providing value for money to its customers. It should be stated that whilst this is the case we recognise the need to cover the cost involved with service provision and may increase fees accordingly. Details of fees are provided with the relevant application pack and are listed on our website: [www.aiaworldwide.com](http://www.aiaworldwide.com).

## EXAMS

Exam results are available from a given date and students are advised of this date on the website. Results are made available by email, telephone and via local branches. Exam Result Notification forms are also posted to all students who took part in the exam.

Students who have successfully completed a level will be sent a certificate three weeks after the release of the results.

## STUDY PROVIDERS

Colleges interested in being an Approved Study Provider are required to contact the Recruitment Department for the relevant application form. Details of requirements and procedures are stated on these documents. A visit by an AIA representative will be necessary prior to the application being assessed. Following the visit it is expected that the assessment will take two months to consider.

## CONTACT US

All enquiries can be directed to our dedicated team at AIA Head Office, alternatively you can contact one of the AIA Branches.

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