

# The London Institute of Banking & Finance

## Higher Education Service Statement

The London Institute of Banking & Finance is committed to providing a high standard of service to its students, members and customers. This entails:

- answering 80% of telephone calls within 20 seconds
- dispatching published information about qualifications within two working days
- providing appropriate advice and guidance throughout periods of study in both a proactive way and in response to enquiries
- maintaining an overall service level of two working days for correspondence and five working days for programme applications

Where it is not possible to meet these service standards, for example if a publication is out of stock, students are kept informed of the progress of their enquiry.

In addition, The London Institute of Banking & Finance recognises the importance of obtaining feedback and using that information to improve the process and services offered. The London Institute of Banking & Finance strives to incorporate good practice solutions into all aspects of its work.

The London Institute of Banking & Finance are committed to ensuring that students and customers are dealt with consistently and fairly and that its policies, procedures and processes support this aim.

### Complaints handling

The London Institute of Banking & Finance recognises that students may not always be satisfied with the service they receive and is committed to ensuring that any complaints are dealt with effectively and consistently. In addition, any service failures are investigated to identify ways to prevent repeat occurrences.

All complaints are acknowledged within two working days and students are kept informed of the progress of their enquiry.

[Chapter 10](#) of the Code of Practice outlines the complaints policy and process.

### Points of contact

In the first instance, all complaints should be directed to:

The Complaints Officer  
Administrative Centre  
4-9 Burgate Lane  
Canterbury  
Kent  
CT1 2XJ  
England

Telephone: +44 (0) 1227 829490

Email: [hecomplaints@libf.ac.uk](mailto:hecomplaints@libf.ac.uk)

**Charges and fee structure**

The London Institute of Banking & Finance is committed to providing value for money to students and customers whilst recognising the need to cover the cost involved with service provision. Details of fees can be found within appropriate brochures/prospectuses which can be accessed via this website or by calling +44 (0) 207 337 6293/4.

Any service which is not included as part of the payment for a qualification is detailed within separate policy documents.

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