

## British Canoeing Awarding Body

### Target Response Times

BCAB is committed to providing clear and timely responses. Below are our target response times for different services, ensuring you know when to expect a reply:

<b>Responding to all enquires politely and promptly, we aim to:</b>	<b>Within:</b>
General enquiries.	We will send a response within 5 working days of receiving your enquiry.
Centre recognition/qualification approval.	We will respond to your application within 20 working days.
Delivery Centre outcomes (standardisation activities, audits and reviews).	You will receive a report within 20 working days of the visit or review report being received by us.
External Verifier allocation (established qualifications).	An External Verifier will be allocated to your Delivery Centre within 20 working days.
Candidate certification (Delivery Centre request).	We will process certification requests within 10 working days of receipt.
Complaints, appeals, malpractice and maladministration.	We will acknowledge receipt of your complaint, appeal, or allegation of malpractice or maladministration within 5 working days.

<p>Written response to appeals, complaints or allegations.</p>	<p>If no investigation is needed, you will receive a written response within 20 working days of the acknowledgement letter.</p>
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<p>This document refers to Conditions(s) within the Regulator's Statement of Compliance requirements</p>	<p>D4 H6</p>
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