

## BRITISH CANOEING AWARDING BODY

### TARGET RESPONSE TIMES

British Canoeing Awarding Body will meet the following target response times in providing the following types of service:

<b>Responding to all enquiries politely and promptly, we aim to:</b>	<b>Within:</b>
Dispatch a response to an enquiry	5 working days of receipt
Respond to applications for centre recognition/qualification approval	20 working days
Provide reports to recognised centres on the outcomes of standardisation activities/ audits and reviews.	20 working days of receipt of the visit/review report
Allocate an external verifier to the recognised centre for an established qualification	20 working days
Provide a service for candidate certification through a Delivery Centre certification request.	10 working days of receipt
Acknowledge receipt of complaints, appeals, allegations of malpractice and maladministration	5 working days of receipt
Provide a considered written response to an appeal, complaint or allegation aligned to our published procedures	20 working days of the acknowledgement letter (if an investigation is not deemed necessary)

This document refers to Conditions(s) within the Regulator's Statement of Compliance requirements	D4 H6
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