

# Exceptions Policy

## 1. Scope

This policy sets out:

- a. The Institute requirements that may be the subject of an application for an exception
- b. The possible circumstances in which The Institute will consider an application for an exception
- c. The circumstances in which an exception will not be considered
- d. The exception application process.

## 2. Policy remit

You can request an exception from Institute requirements in relation to the following products and services:

- a. ServiceMark (assessment and associated surveys)
- b. TrainingMark
- c. Professional qualifications
- d. Management qualifications
- e. In house trainer approval
- f. ServiceFocus training course completion
- g. Assessor Development Programme
- h. Academy requirements (e.g. course eligibility criteria).

## 3. Eligibility

In order to be eligible for your exception request to be considered you will need to show that there are exceptional and/or extenuating reasons as to why you or your organisation cannot meet the relevant Institute requirement/s. You will need to show that your circumstances:

- a. substantially affect your ability to meet the relevant requirement/s and/or;
- b. are unforeseen or outside of your control and/or;
- c. are sufficiently serious.

Some examples of circumstances justifying an application for an exception are set out below (not exhaustive):

- a. Substantial negative impact on the applicant,
- b. Public or customer benefit which will be incurred by agreement to the exception request.

#### 4. Refusal to grant an exception

The Institute will not usually grant a request for an exception in situations where to do so might:

- a. undermine the public interest or;
- b. undermine the integrity/robustness of Institute standards and/or vision or;
- c. be unfair to other product applicants or cause an inequitable outcome or;
- d. undermine the credibility of The Institute as the standards body for the field.

Applications for exceptions will be considered on a case by case basis.

#### 5. How to apply for an exception

If you wish to apply for an exception members must do so via your Client Relationship Director who will advise you on the process according to this policy.

For non-members, who will not have been allocated a Client Relationship Director, you will need to make an application in writing to:

Portfolio Manager  
The Institute of Customer Service  
Bridge House  
4 Borough High Street  
London SE1 9QQ

You can also apply by email to: [exceptions@icsmail.co.uk](mailto:exceptions@icsmail.co.uk)

You must ensure that your application is made on The Institute Exception Application Form which can be [downloaded here](#).

## 6. Exceptions process

The application for an exception will be received into the Portfolio team who will acknowledge receipt of the application within 2 working days.

The Portfolio Manager will consider the application and any supporting evidence submitted with it. Advice will be sought from The Institute Standards and Quality team and a decision will be made within one calendar month of receipt of the application.

Where the application is granted, a decision letter or email will be sent out stating that the application has been granted and detailing the exception that has been granted (e.g. "an extension of 2 months which will expire on 12 July 20XX").

Where the application is refused, a refusal letter or email will be sent out to the applicant which will give the reason for the refusal and confirmation that the decision is final. These communications will be sent via the member's CRD, or directly to you if you are a non-member.

## 7. Monitoring and review

Exceptions applications, and the final decisions made in relation to them, will be centrally logged. An analysis of exceptions data (qualitative and quantitative) will be undertaken and reported on a quarterly basis. This policy will be reviewed on a biennial basis by the Head of Quality and Standards. This means that this policy is next due for review in 2019.