



## Focus Awards Performance Pledges

We know that promises –  
**intentions** – mean nothing.

**Only results** – actual, measurable  
performance – **matter.**

So rather than make empty promises, we commit to the following:

- ▶ We will deliver certificates within 3 business days, or you get them FREE.
- ▶ We will undertake Centre Approval visits within 7 business days of receiving your properly completed application. If we don't meet that deadline, your approval fee will be waived. You get it FREE.
- ▶ If you raise a complaint that cannot be addressed immediately, a representative of the senior management team will visit you in person to discuss resolution within 7 business days. If you're in trouble, we're in trouble. We take partnership commitment seriously.
- ▶ We are determined to be as accessible and clear in all our communications with you. Rather than hide behind hierarchy and infrastructure, we keep a list of direct dial telephone numbers on our website that will connect you with the most relevant team member for your query or concern.