IHCA Quality Standards Institute

supporting excellence

ADVISE | DELIVER | ACCREDIT | CERTIFY

IHCA Group Service Charter

Our Commitment

IHCA Group is committed to delivering high-quality, impartial, certification and consulting services that support continuous improvement across health, community, and support sectors. We operate with integrity, respect, and transparency, guided by our core values.

Purpose of this charter

This Service Charter outlines:

- What you can expect from IHCA
- Our responsibilities as a Conformity Assessment Body (CAB)
- Your responsibilities as a customer
- How we manage feedback and complaints

Our Services

- IHCA Certification: Independent assessment of quality standards for certification or accreditation
- IHCA Consulting: Expert support for accreditation, compliance and quality improvement

Living Our Values

We live our values in every customer interaction:

People:	We foster inclusiveness and collaboration and are committed to empowering our customers to excel.
Excellence:	We are committed to evolving with our customers and delivering excellence through continuous learning and improvement.
Integrity:	We act with transparency, accountability and the highest ethical standards in everything we do.
Impact:	We empower, enable and inspire our customers to achieve meaningful outcomes.

Our Responsibilities

IHCA will:

- Deliver assessment services in accordance with our approvals as a conformity assessment body
- Deliver assessment services based on our customers' timely and accurate information
- Ensure our people are objective and regularly trained to be technically current.
- Use a Quality Management System (QMS), to ensure consistent quality across all services

Customer Responsibilities

To help us serve you effectively, we ask you:

- Provide accurate and complete information within requested timeframes to support assessment planning and invoicing
- Notify us promptly of any major organisational changes
- Notify us promptly of any changes to the scope of certification or accreditation
- Maintain conformance with relevant standards and certification requirements

Our Commitment to Service Excellence

IHCA is committed to establishing and maintaining service standards that reflect best practice across our operations. The service standards outlined below represent the level of service you can expect from our team. We remain focused on delivering consistent, transparent, and high-quality service - because your experience matters.

Service	Service Standard Description	Metric	Target
Responding to queries	Phone calls answered promptly	3 rings	99%
Initial written response	Acknowledgement of your written enquiry	2 business days	99%
New customer onboarding	A dedicated Assessment Coordinator will contact you to talk through the Audit planning process	2 business days	99%
Terms of service	Issued after quote acceptance including validity period of quote	2 business days	99%

Audit findings	Shared daily throughout your audit, and summarised at the closing meeting	Daily and at audit closing meeting	100%
Decision recommendation to oversight body (NDIS only)	Certification or verification decision recommendation and final audit report	28 calendar days from audit close	100%
Decision recommendation to oversight body (ACSQHC only)	Accreditation or verification decision recommendation and final audit report	10th of the month	100%

You can also expect:

Issuing audit reports, certification marks and certificates	Following certification decision audit reports, certification marks and certificates are issued within time frames set by the scheme owner
Monitoring activities	Monitoring activities are systematic, documented, and tailored to risk
Invoicing	Timely and transparent invoicing process, aligned with the expectations and milestones set in the terms of service

Compliments and Complaints

We welcome feedback to help us improve. If you have a compliment, a complaint or wish to appeal a decision, please follow our process listed here Compliments and Complaints.

For IHCA Certification

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For IHCA Consulting Services

Consulting Service Manager

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