

IB service statement

Our goal is to provide each member of the IB community with a high quality service, characterized by a timely response, accuracy, integrity and professionalism. The IB seeks to continually improve its service so we need and value your feedback.

Scope of services

The IB Organization provides a wide variety of services to support its three programmes. These cover:

- The curriculum
- Student assessment
- Professional development for teachers and administrators
- School support and evaluation
- Recognition services

Details of our programme and services are available on www.ibo.org, the programme handbooks supplied to coordinators, and in the services for schools booklet.

Our service commitments to you

This statement sets out the standards of service we aim to provide.

General correspondence (letter, fax or email)

- An acknowledgement of receipt within three business days;
- A full response within ten business days. If we are not able to meet this deadline we will acknowledge your correspondence and establish a date by which we will respond;
- A response in English, French or Spanish, as appropriate;
- The name and contact information of an IB staff member on all letters, faxes and e-mails.

By telephone

- We will answer the telephone promptly and courteously.
- If the person you are calling is unavailable you will be provided information regarding their return, passed to an alternative member of staff who can help you, or asked if you wish to leave a message using a voicemail service.

Payment of invoices

- We will pay invoices within the agreed terms.

IB store

- We will despatch orders within three business days and advise you of the estimated delivery date. The IB store is available at <http://store.ibo.org>

Policy and procedures

While providing services to you, we will always observe our policies and procedures on equal opportunities, data protection and handling complaints:

Equal opportunities

The IB applies an equal opportunity policy and does not tolerate any act of discrimination.

Data protection

The IB operates a data protection policy that outlines the organization's commitment towards meeting its obligations under the data protection laws of the countries in which it operates. The IB will only use data in ways relevant to carrying out its legitimate purposes and functions and will take due care in the collection and storage of any sensitive data and do its utmost to keep all data accurate, timely and secure.

Complaints

The organization has procedures in place to deal with complaints. For full please refer to the 'IB complaints procedure' on the IB website at <http://www.ibo.org>

Performance monitoring

We monitor our performance against the standards established in this statement through an annual school satisfaction survey and by regularly reviewing any complaints received.

How to contact us

The times below indicate when the reception desk in each office is open Monday to Friday, local time. A message service facility exists outside of these hours.

Function	Hours	City	Telephone	Email
Headquarters	8.00am to 12.00pm 1.00pm to 5.00pm	Geneva	+41 22 791 7740	ibhq@ibo.org
Assessment	8.30am to 5.30pm	Cardiff	+44 29 2054 7777	ibca@ibo.org
Curriculum	8.30am to 5.30pm	Cardiff	+44 29 2054 7777	ibca@ibo.org
Finance	8.30am to 5.30pm	Cardiff	+44 29 2054 7777	cardiffpurchasing@ibo.org
Human resources	8.30am to 5.30pm	Cardiff	+44 29 2054 7777	recruit@ibo.org

Function	Hours	City	Telephone	Email
Information and communication technology	8.30am to 5.30pm	Cardiff	+44 29 2054 7777	
Publications sales	9.00am to 5pm (September to May) 9.00am to 4.00pm (June to August)	Cardiff	+44 29 2054 7746	sales@ibo.org
Strategic planning	8.30am to 5.30pm	Cardiff	+44 29 2054 7777	strategy@ibo.org
Regional offices				
Africa/Europe/ Middle East	8.00am to 12.00pm 1.00pm to 5.00pm	Geneva	+41 22 791 7740	ibaem@ibo.org
Asia-Pacific	8.00am to 5.00pm	Singapore	+65 6 776 0249	ibap@ibo.org
Latin America	8.30am to 5.00pm	Buenos Aires	+54 11 4766 3900	ibla@ibo.org
North America and the Caribbean	New York: 9.00am to 5.00pm Vancouver: 8.30am to 5.00pm (Monday and Friday) 7.30am to 5.00pm (Tuesday to Thursday)	New York Vancouver	+1 212 696 4464 +1 604 733 8980 Toll free: +1 866 826 4262	ibna@ibo.org vancouver@ibo.org
The IB website http://www.ibo.org/offices/regions provides full contact information for these and other IB offices and representatives.				

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