

## SERVICE LEVELS

- Timeframes for each stage of reassessment



### The Money Advice Service Quality Framework Post Accreditation for Accredited Standards

The Service Levels for each stage of the reassessment process are described below:

Reassessment Stage	Turnaround Time (calendar days)
Application received and first stage check completed	2 (indicative)
1:1 between Applicant and Contract Manager (subject to applicant availability)	2 (indicative)
Allocation to Assessor	2 (indicative)
Assessor and Applicant 1:1 (subject to applicant availability)	5
Reassessment completed and interim findings shared	15
Assessor to finalise report and submit to RE for moderation	5
RE to undertake moderation activity	5
Final report and recommendation shared with MAS	2 (indicative)
Applicant to receive final report	2 (indicative)

#### *Variation of timeframes where reassessment decision is Referred / Not Met:*

Missing documentation omitted from initial application (content exists)	5 working days
Corrective Action Period (where applicable)	Up to 90 calendar days

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