



Making IT
good for society

BCS – The Chartered Institute for IT

Complaints Policy

April 2017

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1. Complaints about BCS

We take complaints about our products and services very seriously. Any complaint is thoroughly investigated and the person who has reported it is kept fully informed of progress. All complaints relating to our certifications are handled by BCS and referred to other organisations as necessary.

Any person or organisation has the right to complain to BCS if they have concerns about a product or service they have been provided by BCS or its partners. This document outlines the process which needs to be followed to lodge a complaint with BCS.

All complaints need to be submitted to us, preferably in writing, and the letter should contain the following information:

- The reason(s) for the complaint
- The date and location of the course / examination (if applicable)
- Supporting documentation (if appropriate)
- Any other pertinent information relating to the grounds for the complaint

2. Complaints about the ATO

Prior to receiving approval from the BCS, all Accredited Training Organisations (ATOs) are required to have a candidate complaints procedure. Should you have a complaint about your ATO, please contact them in the first instance and follow their candidate complaints procedure.

If you are not satisfied with their response then you have the right to escalate your complaint to BCS. Please do so by writing to BCS including any previous correspondence in relation to the complaint and send it to:

Quality Assurance Team
BCS
Block D
North Star House
North Star Avenue
Swindon
Wiltshire
SN2 1FA

Or by email to qualityassuranceteam@bcs..uk

We will send you a formal acknowledgement of receipt within 5 working days of receiving the complaint, and then commence a thorough investigation. You will be kept informed of progress throughout the investigation. Once the complaint has been resolved we will inform you in writing of the outcome of the investigation. The decision of BCS is final.

BCS, 1st Floor, Block D, North Star House, North Star Avenue, Swindon, Wiltshire, SN2 1FA

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Email qualityassuranceteam@bcs.uk certifications@bcs.uk

Website www.bcs.org

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