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good for society**

**BCS, The Chartered Institute for IT**

**Group Operations Complaints Policy**

**March 2018**

## Introduction

This document sets out our complaints policy and procedure and is aimed at our training providers, learners and all interested parties who receive a direct or indirect service from BCS.

We take complaints about our products and services very seriously. Any complaint will be thoroughly investigated and the person who has reported it will be kept informed of progress.

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.

Prior to receiving approval from the BCS, all partners delivering BCS qualifications are required to have a candidate complaints procedure. Should you have a complaint about your training provider, please contact them in the first instance and follow their 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 the addressed noted in the Contact Us section of this policy.

## Scope

This policy covers complaints from anyone who may wish to make a complaint in relation to the qualifications or services offered by BCS.

Please note there is a separate policy to cover appeals and this can be found on the BCS website.

There is also a separate policy to cover possible Malpractice or Maladministration and this can be found on the BCS website.

## How should I complain?

All BCS staff are trained to help our customers and they all like to help, so you should first try to sort out any problem at the earliest opportunity by either contacting the Channel Partner Quality Team by telephone or emailing using the contact details provided at the end of this policy.

Your complaint will be directed to the relevant team and further investigations will be undertaken. If, after receiving a response you are not satisfied, you can request to be contacted by the Channel Partner Quality Manager.

Learners and/or members of the public who wish to complain about a level of service for training they received for a BCS qualification should have exhausted their training provider's own complaints process before bringing the complaint to BCS. However, learners can make the complaint directly to BCS in exceptional circumstances where they feel there was a significant breach by the training provider of their policy or BCS policies.

## What details do I have to give?

When you contact us, please do so in writing and provide us your full name, contact details including an email address (where applicable) and a daytime telephone number along with:

- a full description of your complaint (including the subject matter and dates and times if known)
- the date and location of the course / examination if applicable
- any names of the people you have dealt with so far
- copies of any supporting documentation to do with the complaint
- any previous correspondence with your training provider if applicable

## Confidentiality and Whistle Blowing

On occasion, it may be appropriate to submit a complaint anonymously because it refers to an illegal act. If this is the case, please refer to the Whistle-Blowing Policy, which can be found on the BCS website, on how to do this.

Whistleblowing is distinct from complaints, employment disputes, grievance and alleged breaches of the members' Code of Conduct.

- Complaints tend to be an expression of personal dissatisfaction (e.g. with a product or service being received) and should be taken forward with the arrangements outlined in our Complaints Policy
- Employment disputes tend to be where a member of staff has a dispute about his or her own employment position or contract. If you are experiencing such a dispute you should take this up with your employer or another responsible body. We cannot investigate or taken any action over such instances.

Revealing an act, generally illegal, which the person committing the act would not wish to become public knowledge. Officially, this is called 'making a disclosure in the public interest'.

## What will happen to my complaint?

We will acknowledge receipt of your complaint within 2 working days, letting you know who will be investigating the complaint. Your complaint will be investigated by someone who has no personal interest or involvement in the matter of the complaint.

If your complaint is complex it is possible that timescales may exceed 20 working days, but we will contact you to advise you if this is the case. We commit to providing an update to customers every 5 working days throughout the investigation process. At the end of the investigation we will contact you to inform you of our decision.

## What if I am not happy with the reply?

If you disagree with the decision you can appeal the decision by writing to the Channel Partner Quality Manager. If you are still unhappy with the decision taken by BCS in reviewing the complaint you can, where relevant, take the matter through our appeal arrangements which are outlined in our Appeals Policy.

## Contact us

Please contact us on + 44 (0) 1793 417560, email [cpqt@bcs.uk](mailto:cpqt@bcs.uk) or write to;

Channel Partner Quality Team  
BCS  
1<sup>st</sup> Floor, Block D  
North Star House  
North Star Avenue  
Swindon  
Wiltshire  
SN2 1FA

## Review arrangements

BCS will review the policy annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities. If you would like to feedback any views please send your comments to [cpqt@bcs.uk](mailto:cpqt@bcs.uk).

**BCS, 1<sup>st</sup> Floor, Block D, North Star House, North Star Avenue, Swindon, Wiltshire, SN2 1FA**

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Website [www.bcs.org](http://www.bcs.org)

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