

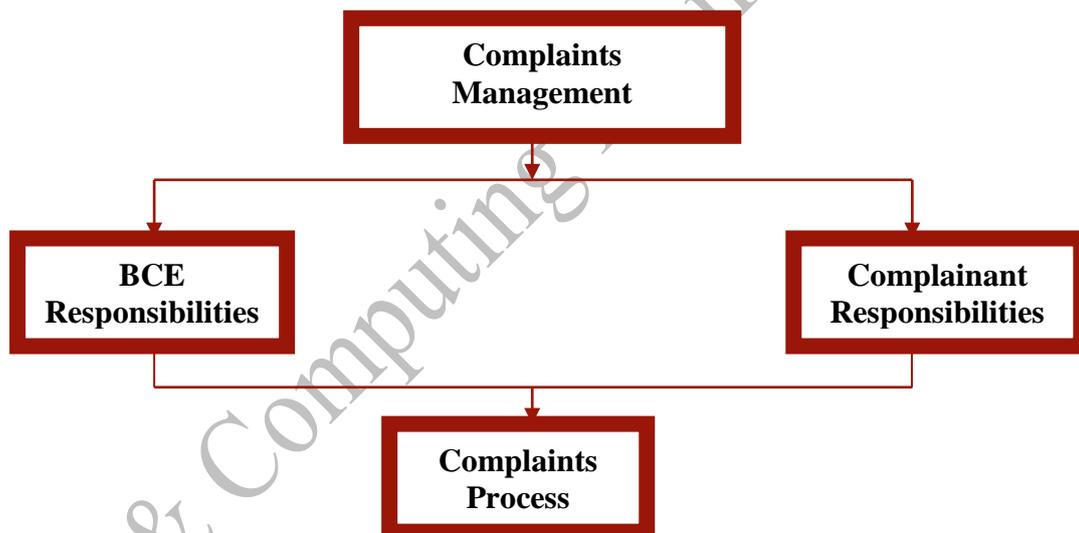


Business & Computing Examinations (BCE) LONDON (UK)

Complaints Policy

Policy No.:	P003
Date of issue:	October 2011, <i>revised September 2020</i>
Status:	Approved
Responsibility for policy:	Administration
Responsibility for implementation:	Office Manager

Complaints Framework



Complaints Policy and Procedure

Business & Computing Examinations (BCE) is committed to providing a quality service for its centres and learners.

- We are committed to working in an open and accountable way that builds trust and respect. We will always look to publish information about BCE activities on our website.
- We continually look to improve the services we offer by listening and responding to the views of our customers.
- We are committed to building positive relationships with learners, centres and other stakeholders which encourages open and honest dialogue.

It is with these principles in mind that we operate the BCE Complaints Policy and Procedure

Overview

- We aim to be fair, open and honest when dealing with any complaint.
- We give careful consideration to all complaints and deal with them as swiftly as possible.
- We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.
- We deal with it promptly, politely and when appropriate, confidentially.
- We work to clear and published timescales.
- We respond in the right way, for example, with an explanation, or an apology where we have got things wrong, or information on any action taken. We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.
- We recognise that issues can often most effectively be dealt with informally and always strive to do this in the first instance.

The application of BCE Complaints Policy and Procedure

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

BCE defines a complaint as any expression of dissatisfaction that requires a formal response. The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

BCE Responsibilities

- Acknowledge the formal complaint within 5 working days.
- Respond within a stated period of time of 5 working days.
- Deal reasonably and sensitively with the complainant.
- Keep you informed of progress, if the complaint is complex and requires longer to resolve.
- Take action where appropriate.
- Communicate clearly the action taken to the complainant.

- Provide a transparent process for escalating complaints if the initial resolution is not to the complainant's satisfaction.
- Record all complaints in Complaints Management Tracking Sheet [see the BCE Customer Service Policy for more information on our Customer Service Charter]

A complainant's responsibility is to:

- Bring their complaint, in writing, to BCE's attention normally within 8 weeks of the issue arising.
- Raise concerns promptly and directly with a member of staff at BCE (or our Approved Centres).
- Explain the problem as clearly and as fully as possible, including any action taken to date.
- Allow BCE a reasonable time to deal with the matter.
- Recognise that some circumstances may be beyond BCE's control.

The complaints process

Seeking to resolve the issue informally:

1. If a learner is concerned about anything to do with the qualifications that we are providing at Centres, they should, in the first instance, discuss the matter with their appropriate member of staff. Most matters of concern can be dealt with in this way. Staff working at BCE Centres work very hard to ensure that each learner is making good progress; they always want to know if there is a problem, so that they can take action before the problems seriously affects the learner's progress.

[see *Centre Complaints Management* on BCE Centre Procedures under BCE Centre Information on BCE Website]

Making a formal complaint

2. Where the learner feels that a situation has not been resolved by the centre, or that their concern is of a sufficiently serious nature, they should make a formal complaint in writing to BCE (this can be by e-mail or letter). This should be addressed to Quality Assurance Manager, if e-mailing the complaint please send this to qualityassurance@bcexam.com.

3. If a centre has an issue with BCE they should contact our Quality Assurance Manager to talk this through in the first instance. If they want to proceed with a formal complaint this should then be sent in writing using the contact information above.

4. BCE will acknowledge all complaints with 5 working days.

5. BCE considers any such complaint very seriously and investigates each case thoroughly. We are committed to trying to resolve the complaint within 5 working days.

6. We will clearly communicate all decisions and actions taken to the complainant within 5-10 day period.

7. If the complainant is not satisfied with our response, they have the right to appeal. All appeals are escalated to the CEO and the Oversight Board. They will then review the complaint thoroughly, take any further action required and then notify the complainant of the decisions taken within a further 10 working days or as soon as appropriate.

Responsibility for Action

8. The Quality Assurance Manager in the first instance manages all complaints submitted to BCE.

Confidentiality

9. All complaints are recorded and kept confidentially. Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and BCE maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting

10. All complaints are managed and tracked centrally by Administration and regular quality reviews performed by the senior management. The CEO will prepare an annually report of complaints made and their resolution.

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