



BCS Group Complaints Policy

V2.0 December 2024



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1 Introduction

This document sets out our complaints policy and procedure and is aimed primarily at our training providers and learners, but may be used by all interested parties who receive a direct or indirect service from BCS, including Computing at School (CAS) members and users of the CAS website, and BCS members.

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

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 address noted in the Contact Us section of this policy.

1. 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 that for complaints concerning the outcomes of qualifications or membership applications, BCS operates specific appeals policies. Further details can be found in section 7 of this policy.

2. How should I complain?

BCS staff are trained to help our customers and they all like to help. To ask a question, give feedback, express dissatisfaction, or raise an issue that should be easily resolved, we encourage you to try to sort out the problem informally at the earliest opportunity by either contacting the Customer Service Team by telephone or emailing using the contact details provided at the end of this policy.

For formal complaints, this should be made by email clearly stating that you are making a formal complaint, with the option of making the written complaint by post should email be unavailable to you. Your complaint will be directed to the relevant team and further investigations will be undertaken as detailed within this policy.

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.

3. What details do I have to give?

When you contact us to raise a formal complaint, please do so in writing clearly stating you are making a formal complaint 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)
- any names of the people you have dealt with so far
- copies of any supporting documentation to do with the complaint
- the date and location of the course / examination / assessment if applicable
- any previous correspondence with your training provider if applicable

4. What will happen to my complaint?

We will acknowledge receipt of your complaint within 3 working days of receipt. Within a further 5 working days, we will let 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. In the case of a complaint that relates to your membership or BCS more generally, the complaint may be investigated by a BCS member or volunteer.

We expect to be able to conclude the investigation of the complaint within 20 working days from informing you of who will handle 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.

A working day is a day on which the BCS office is open for business.

5. What if I am not happy with the reply?

If you disagree with the decision, you can appeal the decision by writing to Customer Services and clearly stating that you are appealing the decision made in response to your complaint. You will need to ensure that you explain why you do not agree with the decision, providing any additional evidence that you believe will support your claim.

We will acknowledge receipt of your appeal within 3 working days of receipt. Within a further 5 working days, we will let you know who will review your appeal. Your appeal will be reviewed by someone who has no personal interest or involvement in the matter of the complaint, and will be senior to the staff member who investigated your complaint. In the event that your complaint was investigated by a BCS member or volunteer, your appeal will be reviewed by a more experienced or more senior member or volunteer.

We expect to be able to conclude the review within 20 working days from informing you of who will review the appeal. We will inform you if your appeal is complex requiring timescales to exceed 20 working days.

At the end of the appeal review, we will inform you of our findings. This outcome of the review is final, and we will not enter into further correspondence on the matter.

6. Contact us

Please contact us on + 44 (0) 1793 417 417, email customerservices@bcs.uk or write to;

Customer Service Team
BCS, The Chartered Institute for IT
3 Newbridge Square
Milford Street
Swindon
SN1 1BY

7. Related policies

Due to the range of services and products that BCS provides, it may be that a separate policy covers the matter of which you wish to complain. These policies, and others, can be found on the BCS website. Please be aware that BCS operates separate policies that relate to:

- Breaches of the Members Code of Conduct
- Whistleblowing
- Malpractice or Maladministration
- Learners appealing the result of their qualification assessment
- Membership applicants appealing the outcome of their application
- Scholarship applicants appealing the outcome of their application
- Matters concerning accredited training providers

8. 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 customerservices@bcs.uk.



For further information please contact:

BCS

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www.bcs.org

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