

Complaints Policy and Procedure

Edition Date: January 2020

1. Introduction

1.1. Policy Statement

This policy is aimed at BPEC Certification Ltd. (BPEC) learners, apprentices, Centre staff, and all other stakeholders involved with BPEC regulated qualifications and End-point Assessments. It sets out the mechanisms for making a complaint to BPEC about its products and services.

1.2. Scope and Definitions

A complaint is an expression of dissatisfaction by any customer or stakeholder regarding the quality of products and services provided by BPEC, but which does not explicitly seek to challenge certification decisions.

Any enquiry which questions, on any grounds, the assessment and certification decisions made by BPEC or its Centre's will be treated as an appeal and dealt with under the separate Appeals Policy.

Any complaint which alleges malpractice or maladministration will be investigated under BPEC's Malpractice and Maladministration policy and procedures.

The policy and procedure is intended for:

- BPEC Directors and Governing Board
- BPEC Core and Associate Staff
- All staff in BPEC recognised and partner Centres
- Learners registered on BPEC qualifications
- Apprentices registered with BPEC End-point Assessment Organisation
- Employers
- Qualification Regulators
- Industry Regulators

2. Duties and Obligations

2.1. Responsibilities of BPEC Certification

BPEC will review and investigate all complaints which are within scope, and will provide outcomes and appropriate resolution to the complainant, within the service standards outlined in the procedures below.

Note: BPEC aim to meet all stated timescales, but there may be circumstances that prevent them from being met. In such cases, BPEC will advise you and keep you informed of progress.

2.2. Responsibilities of the Complainant

BPEC welcomes all complaints which are made in good faith, and will take all reasonable steps to address any shortcomings to the satisfaction of the complainant. However, any complaints which are based knowingly on untrue or inaccurate information may be dismissed. Learners or Centres deliberately making complaints in such a way may be subject to sanctions from BPEC.

Complainants are responsible for providing full and accurate information within a reasonable timescale, on request from BPEC. All reasonable steps will be made by BPEC to facilitate this, however if complainants do not cooperate with the investigation it is often impossible for BPEC to resolve the complaint.

2.3. Responsibilities of the Centre

As part of their approval criteria, Centres are required to maintain a Complaints policy and procedure at all times which is fit for purpose, understood, and used by all relevant staff.

Centres are also responsible for ensuring that learners understand how and when to complain.

3. Procedures

3.1. Procedure for Centres

Centres who wish to make a complaint about BPEC products and services are invited to do so **within 25 working days** after the event occurred.

Centres are required to submit the full details of the complaint, along with any supporting evidence to assurance@bpec.org.uk

BPEC will acknowledge receipt of your complaint **within 3 working days** of receipt.

BPEC Assurance Team will review the complaint and the complainant will be informed if the complaint is in or out of scope **within 5 working days** of receipt.

The BPEC Assurance Team will then determine the appropriate person or department to review the complaint and respond.

The complainant will be informed in writing **within 25 working days of receipt**, of the result of the complaint and how the matter will / has been resolved, if appropriate.

If the complaint is upheld BPEC will take appropriate steps to correct the issue to prevent a reoccurrence.

Should the complainant not be satisfied with the outcome they may request a review by the Senior Management Team, **within 15 working days** of being notified of the outcome of their complaint. This decision will be final.

3.2. BPEC Awarding Organisation Qualifications

Procedure for Learners, or their representative

Learners or their representative who wish to make a complaint about a Centre should first of all complain directly to the Centre involved.

Learners who have exhausted the Centre Complaints procedures should contact BPEC **within 15 working days of unsatisfactory outcome of a complaint to the Centre.**

Learners or their representative must provide all the information necessary to enable BPEC to investigate the complaint fully. Failure to do so may result in the investigation being suspended or the complaint dismissed.

Learners who wish to make a complaint about BPEC products or services (outside of those services provided through an approved BPEC Centre) should do so **within 30 working days of the event.**

In all cases learners or their representative are required to submit the full details of the complaint they wish to make, along with any supporting evidence to assurance@bpec.org.uk

Please note to aid the review process only information relevant to the complaint should be provided. Complaints which include large quantities of irrelevant or out-of-scope information or supporting documentation may be returned to the complainant for clarification, and/or may not be handled within the service standards set out in this procedure. BPEC strives to handle all complaints within the service standards detailed in this policy and encourages complainants and/or their representative to provide information in a succinct format to enable an efficient review process.

BPEC will acknowledge receipt of your complaint **within 3 working days** of receipt.

BPEC Assurance Team will review the complaint and the complainant will be informed if the complaint is in or out of scope **within 5 working days** of receipt.

An initial assessment will be made as to whether the complaint has met the above requirement in terms of having exhausted Centre complaint procedures (if applicable). If not the matter will be referred back to the complainant advising that the Centre's procedures have not been exhausted. If the complaint is appropriate to be investigated by BPEC then a member of BPEC staff will be nominated to investigate the matter.

The complainant will be informed in writing **within 25 working days of receipt**, of the result of the complaint and how the matter will / has been resolved, if appropriate.

If the complaint is upheld BPEC will consider appropriate measures to correct the issue to prevent a reoccurrence.

Should the complainant not be satisfied with the outcome they may request a review by the Senior Management Team by emailing the request to assurance@bpec.org.uk **within 15 working days** of being notified of the outcome of their complaint. The request should also include the complaint, circumstances and why they are dissatisfied with the response. A member of the Senior Management Team will lead on the review with the support of an Impartial Manager(s). This decision will be final.

Notes on Learner Representatives

Learners may request that a representative complains to BPEC on their behalf. BPEC will accept all such reasonable requests; however, BPEC reserves the right to decline to communicate with a nominated representative where there is a reasonable circumstance (e.g. a suspected conflict of interest, Impersonation, or the individual has knowingly supplied untrue or inaccurate information to BPEC). Where this is the case, BPEC will give a reason to the learner and invite them to nominate another person or pursue the complaint themselves.

3.3. BPEC End-point Assessments

Procedure for Apprentices, or their representative

Apprentices or their representative must provide all the information necessary to enable BPEC to investigate the complaint fully. Failure to do so may result in the investigation being suspended or the complaint dismissed.

Apprentices who wish to make a complaint about BPEC products or services should do so **within 25 working days of the event**.

In all cases Apprentices or their representative are required to submit the full details of the complaint they wish to make, along with any supporting evidence to assurance@bpec.org.uk.

Please note that complaints which include large quantities of irrelevant or out-of-scope information or supporting documentation may be returned to the complainant for clarification, and/or may not be handled within the service standards set out in this procedure.

BPEC will acknowledge receipt of your complaint **within 3 working days** of receipt.

BPEC Assurance Team will review the complaint and the complainant will be informed if the complaint is in or out of scope **within 5 working days** of receipt. If the complaint is appropriate

to be investigated by BPEC then a member of BPEC staff will be nominated to investigate the matter.

The complainant will be informed in writing **within 25 working days of receipt**, of the result of the complaint and how the matter will / has been resolved, if appropriate.

If the complaint is upheld BPEC will consider appropriate measures to correct the issue to prevent a reoccurrence.

Should the complainant not be satisfied with the outcome they may request a review by the Senior Management Team, **within 15 working days** of being notified of the outcome of their complaint. This decision will be final.

Notes on Apprentice Representatives

Apprentices may request that a representative complains to BPEC on their behalf. BPEC will accept all such reasonable requests; however, BPEC reserves the right to decline to communicate with a nominated representative where there is a reasonable circumstance (e.g. a suspected conflict of interest, or where the representative is believed to have ulterior motive which may not be in the interests of the learner). Where this is the case, BPEC will give a reason to the learner and invite them to nominate another person or pursue the complaint themselves.

3.4. Complaints to the Regulators

Should the complainant not be satisfied with the outcome of the review by the Senior Management Team they have the right to make a complaint to the relevant Regulators about how BPEC has handled their complaint. Information on how to do so can be provided on request at the conclusion of BPEC's complaints process.

4. Further Information

4.1. Contact Us

If you have any queries about the contents of the policy, please contact BPEC at:

1-2 Mallard Way
Derby
United Kingdom
DE24 8GX

Email: aoadmin@bpec.org.uk

Telephone: 01332 376000