

BPEC Services Ltd

Complaints Policy

May 2020

Introduction

Policy Statement

This policy sets out our complaints policy and procedure and is aimed at BPEC Services Ltd. (BPEC) Centre staff, candidates/learners and all other interested parties who encounter a direct or indirect service from BPEC Services Ltd (BPEC).

We are confident of providing a high quality service and would be extremely disappointed if this is not the case. Therefore, it is important should you feel you have encountered a level of service that is below both your and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

Scope

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.

It is **not** to be used to cover appeals in relation to decisions made by BPEC or its Centre's. These areas are covered by our '**Appeals Policy**'. Should a complaint be submitted which is in fact an enquiry or an appeal we will respond to inform the relevant party that the issue is being considered, where appropriate, in accordance with the approach outlined in our '**Appeals Policy**'.

If you are unhappy about the way the training and assessment was delivered and conducted and you suspect malpractice or maladministration may have occurred, you should send your concern to us in accordance with the arrangements in our '**Malpractice and Maladministration Policy**'.

The policy and procedure is intended for:

- BPEC Directors
- BPEC Core and Associate Staff
- All staff in BPEC Approved and partner Centre's
- Candidates/Learners on BPEC training courses
- Employers
- Industry/Scheme Regulators

Duties and Obligations

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.

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 Centre's 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.

Centre's responsibility

Centre's should take all reasonable steps to ensure that their staff involved in the management, assessment and quality assurance of our training courses, and their candidates/learners, are aware of the contents of this policy and that your Centre has a complaint handling procedure and appeals process in place to deal with complaints from learners about the services they receive from your Centre. If an individual is unhappy about a service or activity being delivered by a Centre it **must** first of all go through the Centre's complaints process before bringing the matter to us.

Procedure for Centre's

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

Centre's are required to submit the full details of the complaint, along with any supporting evidence to services@bpec.org.uk

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

BPEC 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.

BPEC 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.

Procedure for Learners, or their representative

Learners and/or members of the public who wish to complain about a level of service provided by the Centre at which they have taken the BPEC training program **must** have exhausted their Centre's own complaints process before bringing the complaint to us.

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 services@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 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 services@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.

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.

Complaints brought to our attention by the scheme regulators

Where the regulators notify us about failures that have been discovered in the training and assessment process, these will be reviewed in the same manner as other external complaints in accordance with the procedures within this policy.

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.

Contact us

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

1 - 2 Mallard Way

Pride Park

Derby

DE24 8GX

info@bpec.org.uk

Telephone: 01332376000