

Complaints Policy: ECDL



Reviewed: November 2016

Next review: September 2017

Ark William Parker Academy has reviewed and adopted the BCS Complaints policy.

Introduction

This document sets out our complaints policy and procedure for Ark William Parker Academy within the framework of BCS's overall complaints policy and procedure.

We value the way in which our qualifications are delivered and the learners who undertake them and our aim every day is to exceed the expectations of our customers.

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 yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

Scope

This policy covers complaints from learners, members of the public, Ark William Parker Academy or any other associated third parties who may wish to make a complaint in relation to the qualifications and associated services offered by BCS.

It is not to be used to cover appeals in relation to decisions made by BCS. 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 Client Support Statement or Appeals Policy.

If you are unhappy about the way an examination or 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.

Ark William Parker Academy responsibility

Ark William Parker Academy takes all responsible steps to ensure that their staff involved in the management, assessment and quality assurance of BCS qualifications, and learners, are aware of the contents of this policy. If an individual is unhappy about a service or activity being delivered by Ark William Parker Academy the individual should first of all go through Ark William Parker Academy complaints process before bringing the matter to BCS.

Review arrangements

William Parker will review the policy and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer, learner or regulatory feedback (eg to align with any appeals and complaints process established by the regulators) and any trends that may emerge in the subject matter of complaints received.

How should I complain?

Any complaints should be first addressed by the Centre Manager (Lorraine Apps) or in her absence the exams officer (Simon Vince).

The complaint will be investigated and any queries from the complaint will be passed through BCS before responding to a complaint. If, after receiving a response you are not satisfied, you can request to be contacted by the senior leader overseeing the delivery (Stephanie Newman).

If the complaint is not then satisfied the learner is able to contact BCS directly where there customer service

team will review the complaint.

Learners and/or members of the public who wish to complain about a level of service provided by Ark William Parker Academy at which they have received training for a BCS qualification should have exhausted Ark William Parker Academy 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 centre.

If I complain what details do I have to give?

When you contact us, please give us your full name and contact details 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

What will happen to my complaint?

Ark William Parker will acknowledge receipt of any complaint within a maximum of 2 working days, indicating who is investigating the complaint and the ongoing status. Any complaint will be investigated by the centre manager.

If a complaint is more complex, you will be kept updated on timescales which will be dependent upon the complexity of your complaint. We may contact you to seek further information or clarification (in some instances we may recommend a meeting). In the event of complex cases; timescales may exceed 10 working days. We commit to providing an update to customers every 5 working days throughout the investigation process. At the end of the investigation we shall write/email to inform you of our decision.

Successful complaints

If any part of the complaint is upheld, Ark William Parker will respond to the complainant accordingly and give due consideration to how service and arrangements can be improved. For example, by reviewing our procedures to assess the impact on our qualification development, delivery or awarding arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour in question is deemed inappropriate.

In situations where a complaint has been successful Ark William Parker will give due consideration to the outcome and will take appropriate actions such as:

- (a) identify any other learner who has been affected by that failure,
- (b) correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- (c) ensure that the failure does not recur in the future.

What if I am not happy with the reply?

If you disagree with the decision the first point of call is the Centre Manager.

If you are still unhappy with the decision taken by Ark William Parker in reviewing the complaint you can, where relevant, take the matter through to BCS directly.