



Bespoke Professional Development and Training Limited

Complaints and Appeals Procedure

Updated: June 2022

Next renew due: June 2023

| Version Number | Last Amended | Reason for Revision | Amended By- |
|----------------|--------------|---------------------|----------------|
| v1 | July 2019 | Standard Review | Tracey Carter |
| v2 | July 2020 | Standard Review | Tracey Carter |
| v3 | June 2021 | Standard Review | Tracey Carter |
| V4 | June 2022 | Standard Review | Georgina Selmi |

Introduction

BePro believes that learners should be entitled to have access to effective systems for handling any complaints that might arise during the course of their studies. This is one way of ensuring the highest possible academic and service standards. Learners should feel able to make a complaint, secure in the knowledge that it will be fairly investigated.

The complaints procedure comprises of a number of stages and can be used for complaints about the delivery and quality of services, teaching, tutorial/supervisory provision or any other matters relating to a programme of study.

Where an academic appeal has not been resolved to a learner's satisfaction, there is an opportunity for review under section 5 of this procedure.

How to make a informal complaint

Most difficulties can be resolved at an early stage by talking informally with the individual(s) most concerned with the issue at a local level. This should always be done at the earliest opportunity. For example, if your complaint concerns academic matters, you might wish to talk to your tutor or other member of academic staff. Contact details for staff are given out at induction.

How to make a formal complaint – Stage 1

You are likely to have attempted to resolve matters informally but are not satisfied with the outcome, in which case you could initiate a formal complaint. You should detail your complaint and send it to the Head of People and Operations – paula.matthews@beprodevelopment.co.uk or by post. You need to provide the following information:

- a. Details of the complaint
- b. An explanation of the steps you have already taken to try to resolve the complaint informally and why the responses you have received are not considered satisfactory
- c. Where applicable, the form of resolution or redress sought.

It is important to keep a copy of your complaint and any other documentation submitted for your records. We will enter this information on to our internal complaints log using a RAG rated system to ensure that all complaints are dealt with in a timely way (Appendix 1).

You should expect an acknowledgement of your complaint within 5 working days and a full written response within 30 working days. If this is not possible, you will be informed in writing of the progress being made towards the consideration of your complaint.

Your complaint will be investigated by the Head of People and Operations, Paula Matthews. If your complaint is considered justified (upheld), you will be informed of the means to resolve or redress the complaint. If the complaint is not upheld, then you can expect to be given an explanation.

How to make a formal complaint – Stage 2

If your complaint relates to the Head of People and Operations personally, you can contact the Managing Director, Val Swales val@beprodevelopment.co.uk or by post.

If the problem still has not been resolved to your satisfaction, then you should refer to the individual awarding body's complaints procedure:

For CMI, see <http://www.managers.org.uk/Education-Providers/Regulations/Policies-and-Procedures> for full details of the procedures.

For CIPD, send your complaint in writing to CIPD, 151 The Broadway, Wimbledon, London SW19 1JQ, UK.

For Edexcel, send your complaint to pqsmalpractice@pearson.com with as much detail as possible.

External Review

If recourse to this procedure has not resulted in the resolution of a complaint or appeal to your satisfaction, you may wish to consider applying for a review of your complaint by the Office of the Independent Adjudicator for Higher Education (OIA). If it is considered eligible under their rules, the OIA will review your complaint, provided BePro's internal procedures have been exhausted. The Student Advice Centre can advise on this external review process. The OIA website can be found at: <http://www.oiahe.org.uk/>

Monitoring

Without breaching confidentiality, all formal complaints and their associated responses and outcomes will be monitored by the Head of the appropriate department.

Time Limits

BePro is unlikely to consider a complaint from a former learner who has not been registered for the relevant programme of study for a period of six months or more at the time of making their complaint.

