



Bespoke Professional Development and Training Limited

## Complaints and Appeals Procedure

Updated: September 2023

Next renew due: September 2024

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
V5	January 2023	Update	Bev Harland
V6	September 2023	Update	Louise Hill

## 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, as mentioned later on in the policy.

## How to make an 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 The Director of Operations – [customerservice@beprodevelopment.co.uk](mailto:customerservice@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 Director of 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 Director of Operations personally, you can contact the Managing Director, Val Swales [val@beprodevelopment.co.uk](mailto: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](mailto: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/>

## Appeals

Appeals are defined as formal requests from learners to review one or more of the following:

- the results of assessments for qualifications where BePro did not properly, fairly or consistently follow procedures
- the conduct of assessments for qualifications
- decisions about Reasonable Adjustments and Special Consideration relating to candidates registered on qualifications
- decisions relating to any action taken against a centre or learner following an investigation into malpractice or maladministration.

Learners may submit an appeal against a decision and/or actions taken by BePro. Learners may also appeal to the governing/awarding bodies for the qualifications offered.

## General provisions

The appeal must be received within 20 working days of the contested decision, notification of assessment grade or investigation outcome.

It may not be possible for BePro to consider appeals appropriately without disclosure of the identity and other details of the appellant. If an appellant wishes any matter to remain private and confidential, this must be stated clearly in the letter, otherwise BePro will assume that permission has been granted to disclose any information provided as deemed appropriate and necessary and where BePo need to fulfil duties within UK legislation.

BePro will keep information about individual cases confidential to the people involved unless there is a need to release information under the Freedom of Information Act 2000 which we are obliged to comply with, along with UK GDPR.

The academic judgement of examiners, assessors and moderators cannot be called into question at any stage and cannot be overturned. Academic judgement is a judgement made by an academic expert relating to assessment outcomes. Consequently, disagreement with the assessment judgement cannot constitute valid grounds for appeal.

- Appeal decisions will only be taken by individuals who have appropriate competence and who have no personal interest in the decision being appealed.

Where the outcome of an appeal brings into question the accuracy of other results for other learners, BePro will ensure that the interests of learners who may be generally affected are protected, and that the integrity of the qualification is maintained. This may involve remarking or reassessment for a whole cohort and convening an extraordinary meeting of the appropriate BePro committee members.

BePro logs, monitors and evaluates all appeals and reports on these periodically through its normal governance committee structure. This information will also be made available to the regulatory authorities where appropriate.

## Monitoring

Without breaching confidentiality, all formal complaints, appeals 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 or appeal 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.

## Unacceptable Behaviour

BePro may exceptionally terminate or suspend consideration of a complaint or appeal where a learner's behaviour is unacceptable or disruptive, for example where aggressive or unreasonable demands are made or where repeated representations are made on matters which have already been considered under these procedures.

*Note: These procedures do not affect your statutory rights in any way.*

## Appendix 1

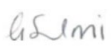
### Complaints Log

RAG Rating to be used								
	Action not started							
	In progress							
	Action resolved							
Complaints Log								
Complainant Name	Employer	Contact Tel No/E-mail	Nature of Complaint	What Action is Required?	By Whom?	Target Date	Action Resolved with Comments	Date Resolved

## Review

This policy will be reviewed at intervals of 1 year to ensure it remains up to date and compliant with the law.

The policy was last updated September 2023 and is due for review September 2024. The policy may also be reviewed if legislation changes or if monitoring information suggests that policy or practices should be altered.



Georgina Selmi  
CEO