

BIIAB Qualifications Complaints Policy

Contents

BIIAB Qualifications Complaints Policy	1
Complaints Policy	3
Making a Complaint	3
Investigating a Complaint	4
Unreasonable Behaviour and Vexatious Complaints.....	5
Regulatory Requirements	5
Scottish Public Services Ombudsman (SPSO)	6
Policy Review Arrangements	6

Complaints Policy

Purpose

BIIAB Qualifications aims to establish and maintain professional working relationships with Centres, learners and any other User of our products and services. However, occasionally disputes and other matters of contention may trigger an expression of dissatisfaction about our qualifications, end-point assessment (EPA), our standard of service, our actions or lack of action, or the complaints handling process.

Our Customer Service Team ensures that complaints are dealt with quickly and efficiently avoiding the need for a formal written complaint wherever possible. However, should the matter necessitate a formal complaint, the procedures detailed in this document will be followed.

The purpose of this policy is to describe how BIIAB Qualifications learners, Centres and other Users can approach us to make a complaint, so that all complaints are handled in an open, timely and consistent manner.

It provides information about what we will do on receipt of a complaint, and the process we will undertake to resolve the complaint, identify the cause of the problem and implement any necessary mitigation or remedial action.

The process for escalating a complaint to the relevant qualifications regulator is also described.

We specifically encourage contact and feedback from individuals or groups if they feel that any aspect of our qualifications, EPAs, assessment arrangements or support materials may have discriminated against users with a particular protected characteristic.

We regularly review complaints and feedback we receive to learn from any mistakes made and to improve our services.

Making a Complaint

Formal complaints can be submitted in writing addressed to the Operations Manager using the contact details below by letter or by email to customersupport@bii.org

BIIAB Qualifications
Infor House
1 Lakeside Road
Farnborough
GU14 6XP

When submitting your complaint, please include the following information:

- Your name, address and contact details
- Full details of your complaint i.e. what happened, where it happened and when it happened
- Any information or evidence that supports your complaint
- The resolution you feel is warranted

As part of the BIIAB Qualifications' centre approval process, all centres must have an internal policy in relation to complaints and, therefore, if a complaint relates to a specific centre, you/your learners must exhaust that policy.

If you feel that a centre has not investigated the complaint fully or correctly, you can raise a complaint directly with BIIAB Qualifications to investigate under the terms of its agreement with the centre.

If a complaint involves an allegation of malpractice or maladministration, please refer to BIIAB Qualifications published Malpractice and Maladministration Policy.

We will investigate complaints from anonymous sources only where there is sufficient detail provided to identify the issue/concern, individual or centre involved, and the qualification(s) implicated in the complaint.

BIIAB Qualifications handles personal data in accordance with the most up to date Data Protection legislation.

Investigating a Complaint

The Operations Manager will allocate a senior member of BIIAB not involved in the complaint to investigate. All complaints will be acknowledged within two working days and will name the individual responsible for investigating the complaint.

We aim to resolve complaints with 5 working days and, should the issue be complex, inform you if resolution is not possible within that timeframe.

Once we have completed our investigation, we will provide a response that explains what went wrong, why it went wrong and what action will be taken to resolve the situation.

If you are not satisfied with the response you receive to your complaint, you can request a review of it within 20 working days of the date of our decision letter.

The request will be referred to the Responsible Officer, who will either allocate a member of the BIIAB Qualifications Management Team who has not been involved in the original complaint or its response to complete the review, or may undertake the review herself/himself.

A review will only be carried out if the complainant provides clear reasons for making the request and sets out areas of concern. The reasons must relate only to the way that we have or have not investigated your complaint and not the detail of the complaint itself.

If, because of the complaint, we identify a failure in any of our services, policies and procedures we will take all reasonable steps to:

- Identify other learners/centres who have been affected by the failure

- Correct the failure or, where it cannot be corrected, mitigate as far as possible the effect of the failure
- Put arrangements in place to ensure that the failure does not recur in the future
- Put arrangements in place to notify all relevant stakeholders of any changes that affect them and why

Unreasonable Behaviour and Vexatious Complaints

We will not engage with abusive complainants or persistent and repeated contacts from complainants. It can place strain on time and resources and can be stressful for staff who must deal with complex and challenging contacts.

The following forms of behaviour are considered as being vexatious by a complainant:

- Being abusive or threatening, or making unreasonable demands either during a telephone conversation, face to face meeting or in written correspondence
- Repeatedly contacting BIIAB Qualifications via telephone or email in a given working day without offering new information or evidence
- Making accusatory remarks about a member of BIIAB staff investigating the complaint

Regulatory Requirements

Where a complaint relates to a regulated qualification and a complainant centre/learner remains dissatisfied after the BIIAB Qualifications Complaints Policy has been exhausted, with our actions, the complaint can be escalated to the relevant qualifications regulators.

For qualifications and EPAs regulated by Ofqual:

Ofqual
Spring Place
Herald Avenue
Coventry
CV5 6UB
Email: public.enquiries@ofqual.gov.uk

For qualifications regulated by Qualifications Wales:

Qualification Wales
Q2 Building
Pencarn Lane
Imperial Park
Coedkernew
Newport
NP10 8AR
Email: enquiries@qualificationswales.org

For qualifications regulated by CCEA Regulation:

CCEA Regulation
29 Clarendon Road
Clarendon Dock
Belfast
BT1 3BG
Email: ccearegulation@ccea.org.uk

In Scotland, learners have the right to make a complaint directly to SQA Accreditation, regardless of whether an awarding organisation complaints process has been exhausted. All BIIAB Qualifications' approved centres delivering qualifications that are regulated by SQA Accreditation should inform learners as part of their induction process, of the opportunity to submit complaints to both BIIAB Qualifications and the regulator.

SQA Accreditation
The Optima Building
58 Robertson Street
Glasgow
G2 8DQ
Email: accreditation@sqa.org.uk

Scottish Public Services Ombudsman (SPSO)

The SPSO considers complaints about public services in Scotland which includes further education colleges, local authority centres and higher education establishments i.e. universities and SQA Accreditation. If a complaint relates to a centre that is not a public body, a complaint cannot be escalated to SPSO.

In all cases, complainants must have exhausted the complaints process of the organisation against which it wishes to make a complaint before the SPSO accepts the complaint for investigation. However, if a complaint concerns the behaviour of a public service centre staff member, once the centre's complaints process has been exhausted, a complaint can be made to the SPSO without the need to escalate the complaint to BIIAB Qualifications or the regulator.

Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier, should any feedback or concern be brought to the attention of BIIAB Qualifications, to ensure it remains fit for purpose and the process and its outcomes are deliverable.

It is also reviewed as part of BIIAB Qualifications continuous improvement monitoring through its annual self-assessment arrangements.