



Complaints Policy and Procedure

This document sets out BWYQ complaints policy and procedure and is aimed at BWYQ centres, learners and anyone else who is directly or indirectly involved with BWYQ.

BWYQ aims to provide a high-quality service and consistently achieve the standards set out in the BWYQ customer service statement, which helps BWYQ monitor customer satisfaction and make improvements where necessary. If anyone feels they have received a sub-standard level of service, it is important that they raise those concerns so that BWYQ may address them and learn from them.

Learners and/or members of the public who wish to complain about a level of service provided by a BWYQ approved centre should have first exhausted the centre's complaints process before bringing the complaint to BWYQ. However, learners can make the complaint directly to BWYQ in exceptional circumstances where they feel there was a significant breach of procedures by the centre (contact details can be found at the end of this policy).

Scope

This policy covers complaints made by learners, members of the public or centres in relation to the qualifications and associated services offered by BWYQ.

Appeals about decisions made by BWYQ should be submitted according to the BWYQ 020 Appeals Policy.

If a complaint is an enquiry or an appeal, then BWYQ will consider it in accordance with the BWYQ 021 Customer Service statement or BWYQ 020 Appeals policy, as appropriate.

If there is a concern about the way an assessment was delivered or conducted and malpractice/maladministration is suspected, the procedures in the BWYQ 017 Malpractice and Maladministration Policy should be followed.

Centre's responsibility

Centres will have their own Complaints Policy in place. The Centre should take all reasonable steps to ensure that the learners and staff involved in the management, assessment and quality assurance of BWYQ qualifications, are aware of the contents of their Complaints and Appeals Policies.

If someone wishes to complain about a service or activity being delivered by a centre they must exhaust the centre's complaints and/or appeals process before bringing the matter to BWYQ. Further guidance is available in

Review arrangements

This policy and its associated procedures will be reviewed annually as part of BWYQ self-evaluation arrangements and may also be revised in response to customer, learner or regulatory feedback (e.g. 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.

Please contact BWYQ via the details provided below with any feedback.

If I complain what details do I have to give?

Please give BWYQ your full name and contact details including a daytime telephone number along with:

- a full description of the 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 papers or letters to do with the complaint

If you are concerned about any possible adverse consequences from giving your name, please tell BWYQ that you would like them not to divulge your identity. Where possible BWYQ will honour this.

While BWYQ are prepared to investigate issues that are reported anonymously, we will always try to confirm an allegation before proceeding any further.

Complaints brought to BWYQ attention by the regulators

Where the regulators notify BWYQ about failures discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same way as other external complaints following the procedures below. BWYQ will try to establish if the same issue could affect BWYQ qualifications.

How should I complain?

Stage One

BWYQ staff want to support customers in any way they can, so in the first instance you should try to resolve a complaint by speaking to the person who first dealt with you.

Stage Two

If a complaint cannot be resolved at stage one, you can complete a complaint form and send it to the BWYQ Directors, in writing or via e-mail. Alternatively, where necessary, complaints can be submitted by audio file or tape. BWYQ contact details are given at the end of this policy. This should be sent within one month of the event you are complaining about

Receipt of your complaint will be acknowledged within 14 days. This response will identify the name and contact details of the team who will investigate the complaint and the expected timescales for this investigation. It will also offer advice on the support you may be reasonably entitled to during the course of the complaint, in terms of making information accessible, using interpreters or advocates etc.

BWYQ aims to investigate complaints within 28 days. Where this is not possible you will be notified.

What will happen to my complaint?

A nominated person will be responsible for Stage 1 complaints. A nominated team from the BWYQ Board of Directors will be responsible for Stage 2 complaints. The BWYQ Board of Directors will be responsible for ensuring the investigation is carried out promptly and effectively, in accordance with the procedures in this policy.

BWYQ will make sure that anyone assigned to the investigation have the appropriate training and competence and that they have had no previous involvement or personal interest in the matter.

BWYQ will aim to investigate the complaint within 28 days. If your complaint is more complex, or involves people who are not available at the time, BWYQ may extend this. BWYQ may contact you within this period to gather further information or clarification (in some instances BWYQ may recommend a meeting) and keep you informed of progress or any revised timescales. At the end of the investigation BWYQ will write/email to inform you of the final decision/ outcome. If you are not satisfied, you may proceed to Stage 3.

Stage 3 (Appeal)

If you disagree with the decision, the first point of call is the BWYQ Chair.

If you are still unhappy with the decision, you have a right of appeal against the outcome of the investigation. Any appeal must set out reasons why feel it is justified. You must lodge your appeal within 20 days of receiving the decision, as per the BWYQ 020 Appeals Policy.

An appeals panel will be convened to consider your appeal and will be made up of members not involved in the original investigation. BWYQ aim to complete the appeal investigation within 14 days and will inform you of any revised timescale should this, for any reason, prove impossible. The decision made by the appeals panel is final.

If, after you have exhausted BWYQ Appeals arrangements, you are still unsatisfied with the outcomes you can complain/appeal directly to the relevant regulatory authority for the qualification (e.g. Ofqual in England)

Successful complaints and/or issues brought to BWYQ attention by Ofqual

If any part of a complaint is upheld, BWYQ will review their service in light of this. For example, by reviewing BWYQ procedures or arranging for staff training.

In situations where a complaint has been successful, or where an investigation following notification from the regulators highlights a failure in BWYQ processes, BWYQ will take appropriate actions. These may include:

- identify any other learner and/or centre who has been affected by the failure
- correct, or where it cannot be corrected, mitigate as far as possible, the effect of the failure
- review and amend BWYQ arrangements, where appropriate, to reduce the likelihood that the failure will happen again
- start internal disciplinary procedures against a member of BWYQ staff, if appropriate, in accordance with BWYQ internal procedures and arrangements

Contact us

If you have a complaint, please contact BWYQ Directors: BWYQDirectors@gmail.com.

For any queries about the contents of the policy, please contact the BWYQ Operations Coordinator:
bwyqcoordinator@gmail.com .

Document History		
Date	Author	Action
<i>June 2015</i>	<i>BWYQ Operations Coordinator and Responsible Officer Amanda Buchanan</i>	<i>Reviewed and revised</i>
<i>June 2016</i>	<i>BWYQ Operations Coordinator and Responsible Officer Amanda Buchanan</i>	<i>Reviewed and revised</i>
<i>June 2017</i>	<i>BWYQ Head of Operations and Responsible Officer Amanda Buchanan</i>	<i>Reviewed and revised</i>
<i>June 2017</i>	<i>Safeguarding and Diversity Manager Rebecca Morris</i>	<i>Approved</i>
<i>June 2018</i>	<i>BWYQ Chair Anthony Grover</i>	<i>Reviewed and revised by BWYQ Board of Directors</i>
<i>October 2018</i>	<i>BWYQ Operations Coordinator</i>	<i>Appendix: Process approved in June appended with new email address</i>
<i>June 2020</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed and revised</i>
<i>June 2020</i>	<i>BWYQ Board of Trustees</i>	<i>Approved</i>
<i>December 2020</i>	<i>BWYQ Operations Coordinator</i>	<i>Reviewed and revised</i>
<i>December 2020</i>	<i>BWYQ Board of Trustees</i>	<i>Approved</i>

Appendix



BWYQ Complaints Process

[Please see 019 BWYQ Complaints Policy for full details.]

Before making a Stage 1 Informal Complaint to BWYQ

If you are involved with a BWYQ Recognised Centre as a learner, assessor or internal quality assurer and you have a complaint about the Centre, you should first proceed in line with the Centre's Complaints Procedures.



Stage 1 – Informal Complaint

If you have a complaint about a BWYQ Recognised Centre and you have exhausted the Centre's Complaints Procedures, you should first contact the BWYQ Operations Coordinator to discuss the informal complaint, bwyqcoordinator@gmail.com

If your complaint is about a BWYQ representative, you should try to resolve the subject of the complaint by speaking informally to the person who dealt with you first.



Stage 2 – Formal Complaint

If the Stage 1 process has not resulted in a satisfactory outcome, you can raise and/or refer a complaint form in writing to the BWYQ Directors, bwyqdirectors@gmail.com

BWYQ aims to investigate complaints within 28 days. Where this is not possible, the complainant will be advised.

At the end of the investigation, the BWYQ Directors will write/email to inform you of the final decision/outcome.



Stage 3 – Appeal

You have a right of appeal against the outcome of the Stage 2 investigation. If you do want to appeal a Stage 2 decision, please follow the 020 BWYQ Appeals Policy and Procedures.