



BWYQ Complaints Policy and Procedure

This document sets out the 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.

Scope

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

There can sometimes be confusion about when something is a complaint or an appeal. An appeal should only be used when BWYQ have already made a decision about something.

The following table summarises which procedure to use in different situations.

Which procedure to follow when...	Which procedure to follow
You wish to make a complaint about a centre or course	In the first instance follow the centre's own complaints policy. If that does not resolve the issue a complaint may be made to BWYQ using the procedures in BWYQ 019 Complaints Policy
You wish to make a complaint about BWYQ services or staff.	Use BWYQ 019 Complaints Policy
You wish to make a complaint about a BWYQ qualification that is not related to a course or centre.	Use BWYQ 019 Complaints Policy
You wish to appeal a decision made by BWYQ	Use BWYQ 020 Appeals Policy
You are concerned about the way an assessment was conducted or assessed, and suspect malpractice or maladministration	In the first instance follow the centre's own malpractice and maladministration policy If that does not resolve the concern then use BWYQ 017 Malpractice and Maladministration Policy

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 BWYQ 005 BWYQ Qualification Delivery Manual and BWYQ 007 Recognised Centre Handbook.

Review arrangements

This policy and its associated procedures will be reviewed as part of BWYQ regular 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 bwyqcoordinator@gmail.com 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 you 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

In the first instance you should try to resolve a complaint by speaking to the BWYQ staff member who first dealt with you, or contact the BWYQ Operations Coordinator to talk through your complaint.

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.

Whilst 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.

Taking things further

If you disagree with the decision made by BWYQ then you have the right to formally appeal using BWYQ 020 Appeals Policy.

Any appeal must set out reasons why you feel it is justified. You must lodge your appeal within 20 days of receiving the decision, as per the BWYQ 020 Appeals Policy.

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 regulator 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 the BWYQ Coordinator for a Stage 1 complaint to discuss the situation informally: bwyqcoordinator@gmail.com

For a Stage 2 Complaint, contact BWYQ Chair: BWYQchair@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
June 2015	BWYQ Operations Coordinator and Responsible Officer Amanda Buchanan	Reviewed and revised
June 2016	BWYQ Operations Coordinator and Responsible Officer Amanda Buchanan	Reviewed and revised
June 2017	BWYQ Head of Operations and Responsible Officer Amanda Buchanan	Reviewed and revised
June 2017	Safeguarding and Diversity Manager Rebecca Morris	Approved
June 2018	BWYQ Chair Anthony Grover	Reviewed and revised by BWYQ Board of Directors
October 2018	BWYQ Operations Coordinator	Appendix: Process approved in June appended with new email address
June 2020	BWYQ Operations Coordinator	Reviewed and revised
June 2020	BWYQ Board of Trustees	Approved
December 2020	BWYQ Operations Coordinator	Reviewed and revised
December 2020	BWYQ Board of Trustees	Approved
November 2021	BWYQ Operations Coordinator	Reviewed and revised
December 2021	BWYQ Board of Trustees	Approved
November 2022	BWYQ Operations Coordinator	Reviewed
December 2022	BWYQ Board of Trustees	Approved

Appendix

Summary of BWYQ Complaints process

