

British Safety Council Complaints Policy



Introduction

The British Safety Council aims to provide a high-quality service. If you feel you have encountered a level of service that is below your and our expectations, you should raise your concern with us immediately so that we may address it and improve our service.

Scope

This policy covers complaints that learners, approved centres, or other interested parties may wish to make in relation to the qualifications offered by the British Safety Council.

It is not to be used to cover appeals in relation to decisions made by the British Safety Council. These are covered by our Result Enquiries and Appeals Policy. Should a complaint be submitted which is in fact an enquiry or an appeal we will inform the relevant party that the issue is being considered in accordance with our Result Enquiries and Appeals Policy.

If you are unhappy about the way in which an examination was conducted and you suspect malpractice or maladministration may have occurred, you should make us aware of your concern in accordance with our Maladministration and Malpractice Policy.

Making a complaint about an approved centre

All British Safety Council approved centres are required to have their own complaints process. If you are unhappy about a service provided by your centre, you should go through the centre's complaints process in the first instance. Then, if you are not satisfied with the outcome, you can refer the matter to the British Safety Council.

In exceptional circumstances, complaints about approved centres can be made directly to the British Safety Council, for example where there has been a significant breach by the centre of our procedures.

How should I complain?

Complaints should be sent by email to qualifications@britsafe.org

Complaints should include:

- your full name and contact details;
- detail of the complaint, i.e. the specific reason for the complaint and any supporting information;
- where relevant, the name of the qualification, unit and approved centre concerned;
- where relevant, any key dates.

What will happen to my complaint?

We will acknowledge receipt of your complaint within two working days, letting you know who is investigating your complaint.

We aim to investigate and respond to complaints within 10 working days. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). If your complaint is complex or involves people who are not available at the time, it may take longer than 10 working days, in which case we will provide you with a target date for resolution. At the end of the investigation, we will write/email to inform you of our decision.

The British Safety Council may not be able to consider a complaint that has not been made within a reasonable timeframe of the event that is being complained about, to be determined at the British Safety Council's absolute discretion.

Taking a complaint further

If you are unhappy with the way in which your complaint was handled, or you disagree with our decision, you can appeal in accordance with our Result Enquiries and Appeals Policy.

If you are not happy with an appeal decision made by the British Safety Council, you can complain directly to the qualification regulators.

Contact details for this policy

Qualifications Department
British Safety Council
70 Chancellors Road
London W6 9RS

Telephone: 020 8741 1231
E-mail: qualifications@britsafe.org

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