

Complaints Policy

Introduction

The Academy¹ welcomes feedback from students and employees and all interested parties who encounter a direct or indirect service from us. We aim to provide high quality services when delivering our qualifications therefore we do encourage feedback from our learners and employees if any encountered a level of service that is not satisfactory.

Scope

The policy scope ranges from: learner's complaints; members of the public; as well as associated services offered by BISMA.

If we receive a complaint about an assessment decision we will inform the learner on how to submit a formal appeal using the learners appeal's policy.

If a learner is unhappy about their course or assessment suspecting malpractice and/or maladministration may have occurred, the learner should send any concern to us in accordance with the arrangements in our malpractice & maladministration policy.

Employees, visitors or students dissatisfied with BISMA's duty of care, health and safety & welfare arrangements.

BISMA's responsibility

We will ensure that all staff involved in management assessment and quality assurance of our qualifications, as well as our learners have received and fully understand our complaints policy.

Review arrangements

The Academy will review the policy and all associated procedures annually as part of our self-evaluation arrangements. We will also revise our policy when necessary in response to customer/learner or regulatory feedback and any trends that may emerge in the subject matter of complaints received.

Complaints procedure

Students should report any problems to a responsible person from our Academy. This person will deal with the learner's issue at an initial stage.

If the first stage is not available, or for any reason it isn't possible to do that, or you are not satisfied with the help provided by the responsible staff: in any of these cases, please send a written complaint to the "awarding body²" (Active IQ), normally within one month of the event you are complaining about, using the contact details outlined at the end of the policy.

Please note that learners and members of the public who wish to complain about a level of service provided by BISMA at which they have taken an Active IQ qualification should have

¹ Academy: refers to BISMA. PS: Please note that BISMA is also referred as "training provider" in this Policy.

² Awarding Body: refers to Active IQ. PS: Please note that Active IQ is also be referred as "Awarding Organisation".

exhausted their centre's own procedure with regards to “complaints process” before bringing the complaints to Active IQ, however learners can make the complaint directly to the Awarding Organisation in exceptional circumstances where they feel that there was a significant breach of the procedures carried out by BISMA.

Complaint details

When students wish to make complaints, the students will need to provide their full name, contact details including a daytime phone number or telephone number alongside with a full description of the complaint including details of what happened, dates and times of the incidents, any names of people that the student has dealt with, copies of any papers or letters connected with the complaint.

Complaints brought to BISMA’s attention by Active IQ

Where Active IQ notifies the training provider about failures that have been discovered in the assessment process or other activities in our Academy, these will be reviewed in the same manner as other internal complaints.

Confidentiality and whistle blowing

If a person complaining wishes to remain anonymous it is advised to provide the Academy the student’s contact details, explaining about the concern and adverse consequences, informing BISMA that the student do not wish to have his/her identity divulged. The Academy will ensure confidentiality and that we will not disclose information, if to do so, would be a breach of confidentiality. We will also investigate issues that are reported to us anonymously; however it may be more difficult to investigate an allegation from anonymous sources as we always try to confirm an allegation by means of a separate investigation before taking up the matter with those that the complaint/allegation relates.

Complaints procedures

The Academy will acknowledge the receipt of any complaints within 48 hours, and will let the person making the complaint know who is investigating the complaint. We will investigate the complaint within 5 working days. If the complaint is complex or involves people who are not available at the time, the Academy may extend this to 10 working days. We may contact the person that filed the complaint, within this period to seek further information or clarification and in some instance we may recommend a meeting. At the end of the investigation we shall write/email to inform you of our decision.

Actions taken when complaints are upheld

If any part of the complaint is upheld we will of course respond to the complaint accordingly and give due consideration to how we can improve our services and arrangements. For example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

Training Provider Details:

- Name: BISMA
- E-mail: info@bisma.co.uk
- Phone Number: 0800 612 798

Awarding Body:

- Name: Active IQ
- E-mail: info@activeiq.co.uk

- Phone Number: +44(0)1480 467950