

BCS Complaints Procedure

This policy relates to the delivery of the BCS ECDL qualification at ***Kelmscott School***. The policy is published on the school website so that it may be accessed by students.

A complaint concerning the running of a diagnostic or an assessment, or any other complaint concerning the qualification may be made by Teaching Staff or learners.

Any complaint must be made in writing or via email to the Centre Manager within 5 working days of an incident.

A complaint must include the date and time of the diagnostic or assessment, the unit being assessed, the location of the assessment and the names and BCS registration number of the Learners involved. It must also include the nature and reason for raising the complaint.

- The Centre Manager must acknowledge the complaint in writing or via email within two days of receiving it.
- The Centre Manager must investigate the complaint by communicating with the session invigilators, the ICT Technicians and any other school staff as necessary.
- The Centre Manager will respond in writing or via email within 5 working days of receiving the complaint, suggesting a resolution and offering a re-sit for affected Learners.

An appeal against the outcome of a complaint should be addressed to the Head Teacher who will examine all the written evidence and hold a discussion with the Centre Manager and teaching Staff in order to resolve any issues. This will be carried out within 14 days of an appeal.

This procedure is in line with the *Kelmscott School Complaints Policy*.