

BCS NCSC Certified Professional Scheme

Complaints Policy

October 2022

CONTENTS

1.	Introduction.....	3
2.	How to Complain.....	3
3.	Confidentiality.....	3
4.	Equality Statement.....	4
5.	Timeframes	4

1. Introduction

BCS, The Chartered Institute for IT recognises that there may be circumstances in which you may wish to register a complaint. BCS are committed to providing a high standard of service and improving what we do; we take any complaints about our certification services very seriously.

Any complaint is thoroughly investigated and you will be kept fully informed of progress.

Any candidate has the right to complain to BCS if they have concerns about a product or service they have been provided by BCS. This document outlines the process which you need to follow to lodge a complaint with BCS.

2. How to Complain

All complaints need to be submitted in writing or emailed to BCS and should contain the following information:

- The reason(s) for the complaint
- Where applicable, the date and location of an examination or assessment interview
- Supporting documentation, where appropriate

The complaint should be addressed to:

Policy, Compliance and Audit Team
BCS, The Chartered Institute for IT
3 Newbridge Square
Swindon
SN1 1BY

Email: ccpsupport@bcs.uk

We will send you a formal acknowledgement that we have received your complaint within 5 working days of receiving it. You will be kept informed of progress throughout the investigation. Once the complaint has been investigated we will inform you in writing of the outcome of the investigation. We aim to complete our investigations into all complaints and send a final response within 14 days. We will include details of what to do if you are not satisfied with our response in our reply to you.

3. Confidentiality

We will treat all information as CONFIDENTIAL in accordance with applicable legislation and internal guidelines. However, we may share information within BCS and CESG to the extent necessary to resolve an issue or to be able to offer a reply.

4. Equality Statement

The Institute aims handle all complaints fairly and honestly; we will deal with all complaints without bias towards any particular group or body and we will be consistent and thorough in our approach. Where it is necessary to carry out an investigation as part of our response, you can be assured that this will be impartially and fairly handled. The complaint will be sent to the Policy, Compliance and Audit Team who are not involved with the assessment / examination process.

5. Timeframes

It is recommended that complaints should be submitted to BCS no later than 20 days after the issue has been raised to ensure that the complaint can be dealt with effectively and efficiently, however, The Institute will accept complaints within any timeframe up to six months following the event.

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