

Complaints Policy and Procedure

We at BPP are committed to providing a high-quality service in order for you to realise your ambitions, however we acknowledge that sometimes we may not always achieve the standards to which we aspire. If something goes wrong we would like to hear from you, our students and customers, in order to ensure we maintain a high standard of customer service at all times. We will deal with your complaint fairly, efficiently and effectively and where you have been adversely affected by a service that does not meet our standards, we promise to put it right.

We require that a complaint is made promptly. This means that, save in exceptional circumstances, complaints should be raised as an informal or formal complaint within 10 working days of the date of the circumstances giving rise to the complaint. Unfortunately delays in submitting the details may result in BPP being unable to effectively investigate the complaint.

Informal Stage

If you are considering making a complaint, in the first instance you should raise the matter informally with either a member of our staff with whom you feel comfortable. Alternatively you can contact the relevant departmental head, or centre Managing Director. We hope that the majority of complaints are resolved informally without the need to use the formal process

Formal Stage

If by following the informal route, you do not consider a satisfactory outcome has been reached, or if you feel the informal route is not appropriate for your specific complaint, we ask that you follow a formal procedure by providing the following details via our downloadable complaint form:

1. Nature of the complaint;
2. Date the matter occurred;
3. Consequences for you as result;
4. Remedy sought; and
5. Supporting evidence.

When you have completed the complaints form please email it to bppcomplaints@bpp.com

If you are unable to access our complaints form on line, please contact putitright@bpp.com for a hard copy version of the form which can be submitted by one of the methods listed on it.

Whenever possible please provide your name and contact details with your complaint. It may be difficult for us to satisfactorily deal with complaints where we are unable to give a personal response.

Formal Process

1. We will acknowledge receipt of your complaint within 2 working days, together with a copy of this procedure.
2. We will then investigate the complaint. This may involve passing your complaint to the relevant Departmental Head, who will review the complaint to identify the cause, and may conduct an investigation or seek feedback where required from any associated teams, or indeed require further clarification from yourself.
3. We will respond to you within 14 days of your complaint being acknowledged to let you know in writing with reasons, if your complaint has been upheld or not. If further information is required or we are likely to exceed the 14 days response period you will be informed of the status of your complaint and the period within which we will have completed any investigations.

At any stage during the process you can try and resolve the complaint informally.

Appeal Stage

If you are not satisfied that your complaint has been dealt with effectively you should advise us within 28 days of the date of the decision. We ask that you send the following details to smtcomplaints@bpp.com:

1. Your original complaint; and
2. The reasons why you are not satisfied with the outcome.

It will then be escalated to the appropriate member of our senior management team who will provide a written response within 28 days of receipt of the appeal. Please note this will be our final decision on the matter.

If you have any questions on our complaints procedure, please contact putitright@bpp.com

Formal Complaint Form

1. Complainant Details

Title (Mr/Mrs/Other)			
Company Name			
First Name		Surname	
Position			
Customer/Student Ref No			
Address			
Post Code		Contact Tel No	
Email Address			
Qualification			
Course/Programme			
Site Location			
Date of Circumstances giving rise to the complaint			

2. Informal Complaint

Please provide details below of the actions you have taken in an attempt to resolve the complaint on an informal basis. Please include any documentation or evidence referred to with this form:

3. Formal Complaint

Please provide details of the facts relating to your Formal Complaint. Provide the dates of events, and consequences for you as a result. Please include with this form any documentation or evidence referred to:

4. Documentation/Evidence

Please list the documentation or evidence below that you wish to rely on to support your complaint and ensure it is returned with this form:

5. Outcome or Remedy Sought

Please state what outcome you are seeking in resolution of your complaint:

Please also state what measures can be taken to avoid a repeat of your complaint:

6. Declaration

I confirm that:

- I have read the Complaints policy
- The information I have provided is true and correct
- The details of this complaint can be passed onto relevant BPP staff, and
- I have kept a copy of this form and all additional documents submitted

Signature

Date

Please send you completed form and accompanying documentation/evidence to:

Complaints
BPP Professional Education
32-34 Colmore Circus
Birmingham
B4 6BN

Alternatively you can email this Form and the accompanying documentation /evidence to
BPPComplaints@bpp.com