

BPP CI Limited complaints process

We hope that you enjoy your time with BPP and that we deliver an excellent programme and service, which helps you to realise your career and personal goals; and that ultimately you would recommend us to a friend. However, we recognise that sometimes we may not get it right and, when that is the case, we value your feedback and the opportunity to put it right. You will never suffer disadvantage as a consequence of making a genuine complaint.

Under the complaints policy BPP can look at:

1. Issues around the administration or operation of process or service provided by BPP, e.g. the on boarding processes
2. The delivery or administration of your course, e.g. quality of teaching
3. The conduct of a member of the academic or support staff of BPP, e.g. discrimination
4. Subject to the following exceptions, any other matter concerning the operation of BPP which adversely and unfairly affects you, and which is under BPP's control BPP will not consider complaints in relation to:
 - i. BPP University programmes (e.g. higher education certificates, degrees or masters degrees awarded by BPP University). In those circumstances you should follow the process in the University's General Academic Regulations and Manual of Policies and Procedures
 - ii. Externally-set examinations, e.g. professional qualifications or end-point assessment, which should be directed towards the relevant body (please note that you can speak to BPP about concerns you have with external examinations, but as they are not within BPP's control we cannot accept complaints about them)
 - iii. Issues which are subject to court or tribunal proceedings and those proceedings have concluded, or the matter is the subject of court or tribunal procedures that have not been stayed
 - iv. Your employment.

Anonymous complaints

Anonymous complaints may be considered by BPP. Whether, and how, they are investigated shall be determined by the Head of Centre / Managing Director of the relevant centre. BPP will seek to resolve complaints in a timely manner and the BPP officers tasked to investigate complaints will do so impartially and objectively.

Informal complaints

It is better for everyone if we can deal with your complaint informally, and so we ask that in the first instance you raise your complaint with a member of BPP staff. Who you raise it with will depend on the nature of the complaint, but you may want to talk to:

- Your Tutor
- The programme manager
- Head of Centre of Guernsey or the Managing Director of Jersey

- A member of the administrative staff of BPP. You must decide who is the best to raise the complaint with.

If there is an issue with teaching, for instance, the best person to raise it with may be the Tutor concerned. If you do not feel comfortable raising the matter directly, then it would normally be best to approach their manager or someone more senior in their team. If you have a complaint about an individual, we ask that you do not raise it in a public forum (e.g. a focus group or online community board). An informal complaint should be made as close as possible to the issue about which you are complaining. This will ensure that we can properly investigate and resolve the issue. Once you have raised an informal complaint, the person you have spoken to will seek to resolve the matter informally as soon as possible. In trying to resolve the complaint, we may liaise with other members of BPP staff, and if the complaint is against a member of staff or another learner, the member of staff or learner will be told of the complaint against them and given the opportunity to respond to it. In exceptionally serious cases, and in particular where disciplinary action against a member of staff or learner may be necessary, you may be asked to make a formal complaint. We hope that your concern will be dealt with through the informal process. However, if you are not satisfied with the result, then you can make a formal complaint.

Formal complaints

If your complaint is particularly serious, you may want to formally complain. We may ask you to seek an informal resolution first.

Making the complaint: A formal complaint should be made to the chrisusher@bpp.com and rowenarobert@bpp.com, as soon as possible after the resolution of the informal process, and must be made within 40 calendar days of the issue you are complaining about. You should provide any documentation or evidence you are relying on to support the complaint, and detail the remedy you seek.

Responding to the complaint: The complaint will be investigated by an assigned team of BPP CI staff. The process will not be bound by legal rules of evidence. You normally receive the outcome of the investigation into the formal complaint in writing within 28 working days. Where the complaint is against a member of staff or another learner, they will be approached and given the opportunity to respond to the complaint. You may also be contacted to provide further information as part of the investigation. You will be notified of the findings and recommendations of the investigation in writing (normally by email) and any relevant information that informs the findings and the action, if any, to be taken.

ACCA students: If you have exhausted both your learning provider complaint's process and ACCA's, you can escalate to the appropriate regulator. Details of which can be found on the ACCA website at the following link: <https://www.accaglobal.com/gb/en/footer/toolbar/contact-us/connect/unhappy.html>