

## BSC Education Complaints policy

*Review History:		
Date of review	Reviewed by	Reason for review
November 2023	Operations Manager & Compliance and Safeguarding Manager	Annual review / Change in procedure
May 2024	Compliance and Safeguarding Manager	Amendment to English UK details
September 2024	Compliance and Safeguarding Manager	Annual Review

*\*Policies will be reviewed annually or more frequently if there are any legal changes or as good practice requires.*

### Aim

BSC Education Ltd. herein referred to as BSC, is committed to providing customers with stepping stones to their future by delivering outstanding and transformational learning experiences. We want our students and all who come into contact with BSC Education to enjoy their classes and all services provided by the college.

### Purpose and scope

The purpose and scope of this policy is to outline procedures for raising a complaint regarding services that BSC has provided. A complaint is a statement that something is unsatisfactory, unacceptable or requires action. For the purpose of this policy, complaints are restricted to students' experiences at the college, including services and facilities provided by the college or any support services such as accommodation or admissions services.

### Complaints procedures

#### 1. Informal Complaint

**1.1** If you have a complaint about anything that the college has provided or services you have received, please speak to your College Manager or another member of the college team as soon as it arises so that we can try to resolve the problem as quickly and effectively as possible.

Services may include academic courses, admissions, finance or accommodation services.

**1.2** If your complaint cannot be resolved immediately, or by your college team within a reasonable amount of time, you might be asked to put it in writing by following the formal complaints procedure.

## **2. Formal Complaint**

**2.1** Please use the below form to submit your complaint, including your personal details and as much detail as possible as well as anything you or the college team have already done to try and resolve the problem. This will help the investigation process.

**Submit your complaint here:**

<https://www.cognitofrms.com/BSCEducation1/ComplainToBSC>

*Your complaint will be acknowledged within 2 working days, however please note that complaints take time to be processed and fully investigated to be able to provide an appropriate response and outcome*

In the unlikely event this is not resolved to your satisfaction; You can email the Director of Operations and Academic Delivery (Alex Cann) at: [Alex.cann@bsc-education.com](mailto:Alex.cann@bsc-education.com). You must have followed the complaints procedure by submitting your complaint formally before moving to this stage.

If you find that your complaint is not resolved to your satisfaction, you may contact English UK (the national association of accredited language centres).

### **You can contact:**

#### **English UK**

Registered Office Address:

English UK, 47 Brunswick Court, Tanner  
Street, London, SE1 3LH

Tel: +44 20 7608 7960

Fax: +44 20 7608 7961

Email: [info@englishuk.com](mailto:info@englishuk.com)

<https://www.englishuk.com/complaints>

#### **Office Hours**

09:30-17:30 Monday - Thursday

09:30-17:00 Friday



### 3. Data Protection

BSC Education is committed to ensuring protection of all personal information that we hold, and to provide and protect all such data. We recognise our obligations in meeting the requirements of GDPR. Your complaints will be held securely and shared only in such a manner to resolve your complaint which may mean being shared with other departments to investigate.