



Candidate Complaints

The BCS takes any complaints about its qualifications very seriously. Any complaint is thoroughly investigated and the person who has reported it is kept fully informed of progress. All complaints relating to our qualifications are handled by the BCS and referred to other organisations as necessary.

Prior to receiving approval from the BCS, all accredited Training Providers are required to have a candidate complaints procedure.

Should you have a complaint about your Training Provider or any of the qualifications, please contact your accredited Training Provider in the first instance and follow their candidate complaints procedure.

If you are not able to resolve a complaint at the accredited Training Provider, then you have the right to escalate your complaint to the BCS. Formal complaints of this nature must be in writing and sent to the BCS Quality Team.

Quality Team
BCS Qualification Products
Ground Floor, Block D
North Star House
North Star Avenue
Swindon
Wilts
SN2 1FA

We will send you a formal acknowledgement of receipt within 5 working days of receiving the complaint, and then commence a thorough investigation. You will be kept informed of progress throughout the investigation. Once the complaint has been resolved we will inform you of the outcome.

BCS, 1st Floor, block D
North Star House
North Star Avenue
Swindon
Wilts
SN2 1FA
Tel 0845 300 4417
Fax 01793 480270

www.bcs.org.uk