

## BSE Skills Partnership – Complaints and Appeals

Documents supporting a complaint may be requested in hard copy from the Secretary, your legal rights are not affected by participating in the BSE Skills Partnership complaints process.

### Complaints

BSE Skills Partnership complaints policy and procedures ensure that all complaints are managed fairly and effectively. Complaints may be received from any source:

- Group member
- Chairperson
- Guest

Complaints should be addressed to the Secretary and will be referred to the Chairperson.

Complaints are recognised as, but not limited to the following:

- A qualification reviewed as unsatisfactory for the standards of a SKILLcard
- Member conduct
- Misleading or false information being given to the committee

Before a complaint is brought to the attention of the Chairperson, the Secretary will endeavour to answer any queries in the first instance.

### Complaint's process

A formal complaint must be submitted to the Secretary in writing using the BSE Skills Partnership Complaints Form (appendix C)

To ensure that the process is transparent and that all complaints are treated appropriately it is important to follow the complaints process. Further details may be requested before a complaint can be considered if sufficient evidence has not been provided.

The Secretary will acknowledge the receipt of a complaint within 7 days. The Chairperson will investigate and respond in full within 28 days of the complaint being received.

Complaints should be e-mailed to the Secretary for the attention of the **BSE Skills Partnership Chairperson**

### Appeals

BSE Skills Partnership strives to ensure a satisfactory resolution to all complaints in line with our Complaints Procedure. In instances where the complainant is dissatisfied with the outcome, they are invited to appeal the decision of the Chairperson

In those instances, the appeal will then be referred to the Sector Representative Organisation (SRO)

An appeal should be made within 20 days of the Chairperson's original decision, in writing and contain the following information

- The decision that is appealed
- The requested change
- Name, address, and telephone number of the appellant

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The SRO will consider any grounds for the appeal; why the previous decision was made and any additional information that may have become available since the decision was made.

Appeals should be sent via e-mail to the Secretary of the SRO

Where the appeal is unsuccessful, the business or the individual will be given the reason(s) why the appeal has failed. They will also be given details of how they can further appeal against the decision to an arbitrator, appointed by the Chartered Institute of Arbitrators, should they wish to do so.

### **Alternative Dispute Resolution (ADR)**

A complainant may wish to use Alternative Dispute Resolution, in instances where a complaint has not been resolved to their satisfaction.

ADR offers a range of options that support the parties in dispute for an easier, quicker and more cost-effective approach to a resolution, compared to the courts or other formal methods. The Secretary will provide a findings report to all parties concerned, in support of any application to ADR where requested.