

Complaints Policy

IBSL believes in good practice in all areas of its work and has a standard procedure for dealing with complaints, which are divided into two categories, (a) a complaint about a service provided by IBSL (b) a complaint about an assessment decision, which includes decisions made on centre approval process and learner registrations as well as decisions made on qualification assessments/examinations. Any issue or complaint raised in (b) above will be dealt with using the Appeals Policy, and the following procedure applies only to issues or complaints raised about the service(s) provided by IBSL.

In dealing with complaints about services, IBSL will:

- Wherever possible be dealt with immediately on the spot; where this is not possible, the complainant must be advised to put the complaint in writing (video-recorded 'letters' are acceptable), and sent to the Chief Executive;
- The Chief Executive shall acknowledge all written (or video-recorded complaints) within five working days, and provide an outline of how the complaint is to be dealt with along with the person dealing with it, within 14 working days, in accordance with the Customer Service Statement.
- Provide a resolution of each complaint within 28 working days of receipt, unless a longer response time is required, in which case the complainant must be kept informed and given a second deadline.
- Refer the complainant to IBSL's Appeals and Standards Committee for review in the event of the customer not being satisfied with the response. This is an independent committee with members who have no other connection with IBSL; their decision shall be final.
- Keep a record of complaints and monitor procedures for the prevention of recurrences;
- Make available details of all complaint-monitoring.
- Please note that all complaints made to IBSL, and the outcome of any investigation will be recorded, monitored, evaluated and published as a matter of policy.