



Complaints/Appeals Policy

Complaints Policy

Business Derivatives Ltd is committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. All complaints should be submitted to us by writing in the form of e-mail info@businessderivatives.co.uk or by letter with details to: **FAO Complaints Dept., Business Derivatives Ltd, 2nd Floor, Everdene House, Wessex Fields, Deansleigh Road, Bournemouth, BH7 7DU.**

What will happen next?

1. We will send you an email acknowledging receipt of your complaint within 3-days of receiving same.
2. We will then investigate and review your complaint with the staff(s) in focus.
3. If necessary, Business Derivatives will then invite you to a meeting to discuss and hopefully resolve your complaint(s) within 14 days of sending you the acknowledgement letter.
4. Within 3-days of the meeting, Business Derivatives will write to update you with solutions that have agreed with you.
5. If you do not want a meeting or if it is not possible, Business Derivatives will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. We will write you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can then contact the Citizens Advice consumer service on www.adviceguide.org.uk

With respect to delegates taking the online examination, upon completing the online exam you will receive a provisional result straight away. The result must then be verified by the examination body which takes between 2-10 working days and upon release the result will be updated on the candidate portal with an email sent as confirmation. A PDF eCertificate will then become available to download from the examination board's candidate portal within 1 week of your exam date.

Appeals Policy

Business Derivatives Ltd strive to provide the best possible training and experience throughout your learning journey. However, should you feel the need to appeal a decision we take this very seriously and commit to investigating and resolving same. All appeals should be submitted to us by writing in the form of e-mail info@businessderivatives.co.uk or by letter with details to: **FAO Complaints Dept., Business Derivatives Ltd, 2nd Floor, Everdene House, Wessex Fields, Deansleigh Road, Bournemouth, BH7 7DU.**

We endeavour to acknowledge these within two working days of receipt – with investigations being completed within ten working days or, if a longer period is necessary, the candidate would be informed of the expected timescale. All appeals are reviewed regularly to identify improvements which can be made. Any appeals received are dealt with impartially in a non-discriminatory manner and will not affect a complainant's standing with Business Derivatives Ltd.

What is an Appeal?

An Appeal is a formal procedure by which a registered candidate can appeal against an exam result or a decision on certification. In such situations the appellant is required to submit their appeal in writing.



Grounds for Appeal

There are three grounds on which a candidate may appeal:

1. Personal or medical grounds
2. Procedural grounds
3. The decision was biased or discriminatory

All appeals must be made within 1 month of the certification being taken. Appellants must be able to provide clear evidence that the decision against which they are appealing meets at least one of the following criteria:

- Relevant information of mitigating circumstances received by stated deadlines had not been taken into consideration.
- Substantial procedural irregularity.
- Evidence to suggest that a decision may have been biased or discriminatory.

It is the responsibility of the appellant to provide Business Derivatives with clear evidence that one of the grounds listed above is valid.

Candidates considering an appeal should take note of the following:

- Disagreement with the exam result should be addressed to the examining body as opposed to Business Derivatives who provided the training. As ATO, we cannot comment on answers to exam questions as invigilators. Hence, if appellant is unhappy with exam result, escalation can be made to the Awarding Organisation/Examination Institute for the qualification.
- We can provide details of the examining body with address and telephone number.
- Appeals will only be accepted on the grounds listed above and no other grounds will be considered.
- When appealing on the grounds of circumstances relating to events prior to the examination or assessment, the Invigilator or assessor must have been informed in writing prior to the examination or assessment.

Retention of records:

All relevant records are retained in the complaints and appeals file for no less than two years from the date the dispute was received.