

BAC Complaints Procedure

BAC has a formal student complaints procedure for all our accredited providers. Our complaints procedure is covered in our Accreditation Handbook. We will try to help you to resolve your dispute with a BAC-accredited provider, but there are some things that you will have to do before we can take up your case.

First, you need to show that you have tried to resolve your complaint through your provider's complaints procedure. The management of the provider may wish to respond to and/or address your concerns. You will be in the strongest position if your complaint is made while you are enrolled. If you leave and then complain, you may be more likely to experience difficulties securing prompt responses from the provider. Also, it would be wise to consider any visa conditions prior to leaving.

You need to show that you have read the provider's Terms and Conditions in relation to your complaint, and that you have made a satisfactory effort to try and resolve your complaint with the institution directly.

BAC can only pursue a complaint if you provide us with written and signed authorisation to do so. Formal letters of complaint should be posted to BAC's [London office](#).

BAC will only consider complaints which are directly relevant to the **standards for accreditation** (see the [Accreditation Handbook](#) for details).

Before submitting your complaint to BAC, please ensure that you have included the following:

1. A full description of all circumstances leading to the complaint being made.
2. A signed statement indicating that you authorise BAC to contact the institution on your behalf.
3. All documentation relating to the complaint being made, including, but not limited to:
 - enrolment letters
 - any receipts for payments made to the institution
 - any visa letters sent and received (if relevant to the complaint)
 - any correspondence between you and the institution which relates to this complaint (this should include documentary evidence that the provider's own complaints procedure has been used and exhausted)
 - the provider's terms and conditions and/or refund policy, if you have access to this
 - Any other relevant documentary evidence

N.B. Please ensure that you retain copies of all submitted documents as it will not be possible for BAC to return them.

Please note that BAC will be unable to take action on any complaints without first receiving the above. Also, please see the [Accreditation Handbook](#) for a number of additional circumstances under which BAC will not involve itself in a complaint.

[Click here to contact BAC](#)

External guidance – www.thecomplainingcow.co.uk/everything-a-student-needs-to-know-about-complaints-to-colleges-and-universities/

If a student or the student's representative has completed the organisation's own complaints procedure but has still not achieved a satisfactory resolution, the following should be submitted to BAC:

- A detailed letter of complaint, including a full description of the cause for complaint and the circumstances in which it arose.
- A written statement either by letter or email from the complainant authorising BAC to investigate the complaint and to raise the matter with the organisation on the complainant's behalf.
- Copies of all supporting documentation relating to the complaint. BAC staff will seek to resolve all complaints received against accredited organisations to the mutual satisfaction of the complainant and the organisation, with the exception of complaints that appear to relate to offences more appropriately referred to a statutory authority.

What BAC can do

When BAC receives a complaint from a student or his/her representative against an accredited organisation, the following procedure applies:

- BAC requests evidence to support the complaint; and
- BAC requests evidence to show that the complainant has exhausted the organisation's complaints procedure.

What BAC cannot do

BAC cannot consider complaints under the following circumstances:

- Where the complainant has failed, without good reason, to make use of the organisation's own complaints procedure.
- Where the complainant fails to provide evidence to support the complaint.
- Where the organisation is not currently accredited by BAC.
- Where the substance of the complaint is not relevant to BAC's regulations or accreditation standards.
- Where the complaint is made anonymously or solely by telephone; complaints must be made in writing and accompanied by the complainant's name and address.
- Where the complaint relates to a refund claim but is not accompanied by legible proof of payment in the form of a receipt; copies of bank statements are not sufficient.
- Where the complaint is already subject to a legal process or the complainant has engaged a solicitor in relation to the complaint.
- Where the complaint relates to a contractual dispute between the organisation and an employee or employees.
- Where the complainant before enrolment has failed, without good reason, to establish that the content of a course is of value to him or her and that the awarding body is appropriately recognised.