

Belfast Model School for Girls



Candidate Complaints

Achievement for All

October 2007

Prior to receiving approval from the BCS, all approved centres are required to have a candidate complaints procedure which is approved by the BCS and this will be issued to candidates on registration.

Should you have a complaint about your approved centre (school) or any of the qualifications, please contact the School Manager for BCS qualifications, Dr Pinkerton, in the first instance and follow the candidate complaints procedure.

If we are not able to resolve a complaint at the school, 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.