



Student Complaints Procedures

BS Security Services is very much concerned about the quality of the service as well as the facilities and welfare of the students. Although the Centre tried to resolve almost all the complaints at the informal level, the Centre has a formal complaints procedure to listen to the problems of students from the very beginning and provide a satisfactory solution as soon as possible. The complaints procedure is as follows:

1. The first step of the complaints should be raised to the Director of Studies. It should be in written format and can be submitted unanimously. The Centre supports that the class representative should submit it to the registrar.
2. The Director of Studies (DOS) will try to solve the issue in association with the Registrar and Admissions Office. But if the problem is not resolved at this level, the DOS should bring it to the Complaints Resolution Committee.
3. The Complaints Resolution Committee will review the complaints and try to solve the problem in consultation with the Registrar and the centre manager of the Centre. The Committee may talk to the specific student or group of students if they decide to do so. If the problem cannot be solved internally, the committee will inform the external bodies about the problem and will try to solve in cooperation with the external body.
4. The Centre and external professional bodies do not support the complaints to be submitted to the external bodies directly without using the internal complaints procedure.

Appeal procedures:

Whilst we always try to ensure that BS Security Services staff, local examiners, visiting assessors and external verifiers carry out their duties in a professional and responsible manner, there may be exceptional instances when you have been unhappy with the service you received from our centre.

You must first raise the matter with your tutor in the form of a formal discussion. If after this, you are unhappy with the outcome, you may raise your complaint with us using the formal complaints/appeals procedure. You must send copies of all correspondence between you and your tutor relating to your complaint. Please ensure you provide us with your enrolment number (if known), your date of birth and other details.

Please send to: -

BS Security services Ltd
Space house
Abbey road

Park royal
NW10 7SU.

Similarly, if you are dissatisfied with some aspect of BS Security Services service, please direct a letter of complaint or email to either of the above addresses.

You can expect to receive an immediate acknowledgement to an email or in the case of a letter, an acknowledgement will be sent within 4 working days. The complaint will either be resolved, or an outlined course of action will be sent to you within 12 working days.