

## Procedure for complaints against a BESA Member

### Complaints Procedure

The British Education Suppliers Association is committed to working in an open and accountable way that encourages the trust and respect of all of our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, and in particular by taking complaints seriously, and by putting mistakes right.

This procedure is based upon the provisions made in paragraph 19 of our [Articles of Association](#)

### How to make a complaint

All complaints should be made in writing to the BESA Secretariat, in the first instance to either the Director General ([caroline@besa.org.uk](mailto:caroline@besa.org.uk)) or Deputy Director General ([julia@besa.org.uk](mailto:julia@besa.org.uk)) or in writing to the BESA address (marked Private and Confidential). Complaints should be specific and include evidence of any alleged breach of the Code of Practice

Complaints should be made within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this timeframe if exceptional circumstances apply.

If a complainant wishes to withdraw a complaint, they should do so in writing.

### Resolving complaints

At each stage in the procedure, BESA wants to resolve the complaint. We will aim to ensure that:

- We deal with complaints promptly, politely and, where possible and appropriate, confidentially;
- We respond in the right way, e.g. with an explanation and information on any action taken

### Stage 1

- In the first instance, complaints should be appropriately addressed as outlined above. In the communication, complainants should set out the details of the complaint and the remedies they are seeking. Complaints will be acknowledged within 5 business days of receipt.
- BESA aims to provide a response within 20 business days. Whilst it is our aim to resolve all matters as quickly as possible, some complex issues may take longer to be fully investigated. Therefore, timescales for handling and responding are indicative. We will update the complainant on the progress of

the complaint (provided that it is not anonymous) if we expect it to take longer than 20 business days to resolve.

- The Secretariat will notify the named Member of the nature and existence of the complaint, to give them full right of reply. Members have 15 business days in which to respond.
- At the end of that time, should the BESA Secretariat feel there is a case to answer, or if the Member fails to respond, the complaint will be presented to the BESA Executive Council along with the Member's response.

## Stage 2

- The Executive Council will decide whether or not the complaint is to be upheld, and if it is upheld then the Member may be expelled from membership. The Member will be given the opportunity to be heard in writing or in person as to why their membership should not be terminated.
- The Member and the complainant shall be notified of the outcome within 15 business days of the Executive Council's decision
- The directors must consider any representations made by the Member and inform the Member of their decision following such consideration. There shall be no right to appeal from a decision of the directors to terminate the Membership of a Member in these circumstances.
- Every decision of the Executive Council as to the termination of any organisation for Membership or associate membership shall be final and conclusive. The Executive Council shall not be required to state the reasons for any such decision.

## Escalation

- Complaints will be handled in the first instance by the Deputy Director General. If the complainant or Member, is dissatisfied with the process or outcome and wishes to take the matter further, they can escalate the complaint to the Director General.

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