



Complaints Policy

1. Policy Statement

Whilst BALEAP makes every effort to meet people's expectations, circumstances may arise where an individual has a concern and wishes to bring this to our attention. We will take all reasonable steps to resolve the situation, in everyone's best interests. For very serious concerns, such as an individual's safety being placed at immediate risk, individuals should take such action as is appropriate. For example, by calling the emergency services or police.

2. Informal Complaints

Anyone who has a concern should initially raise this with the relevant member of the BALEAP Executive Committee at the time, as this enables us to respond and deal with an issue quickly. This may be done in person or through contacting the member of the BALEAP Executive Committee by email.

We will seek to resolve the concern and meet any reasonable expectations the individual may have, ideally to their satisfaction. If it is not possible to resolve the concern informally at the time, the BALEAP Executive Committee member should make a note of:

- The complainant's name and contact details, unless they are unwilling to provide these.
- The nature of their concern and anything that they wish to be done about it.
- The circumstances surrounding the complaint, including when, where, any action that was taken, and the details of others who were present/involved.

If it is not possible to resolve the complaint informally, the Executive Committee member should advise the complainant to make a formal complaint and direct them to this policy.

3. Formal Complaints

3.1 Making a formal complaint

Where an individual wishes to make a formal complaint, they should contact the BALEAP Information and Publicity Officer by email. The email should copy the Chair of BALEAP for awareness, and the BALEAP Secretary in order to ensure an accurate complaints log.



Correspondence should be marked private and confidential. The complainant should be provided with a copy of this policy by post or email once the complaint is received.

To help resolve the complaint as quickly and effectively as possible, the individual making the complaint should do so as soon as possible and should include in it:

- Name, organisation (if relevant), address, telephone number and e mail.
 - If the individual does not wish to be contacted in a particular way, they should let BALEAP know, and we will of course respect this.
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- What it is that the complainant felt to be unsatisfactory.
- What the complainant believes should be done to address their concern.

Receipt will be acknowledged, if possible, within 7 working days.

3.2 Resolution of complaints

The complaint will then be investigated. Depending on the nature of the complaint, the Information and Publicity Officer may convene a panel to investigate the complaint or may delegate investigation of the complaint to a more appropriate Executive Committee member. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the Information and Publicity Officer or the other Executive Committee member to which the responsibility has been delegated will contact the person complaining to request this.

A response will be sent within 14 working days. If this is not possible, a holding reply will be sent after 14 days advising when we estimate the investigation will be completed. The complaint response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act, which will almost certainly not allow us to disclose sensitive personal information.

If the complainant is not satisfied with the response, they may appeal the decision, by writing to the Chair of BALEAP, the contact details of whom will be included in our response. Appeals must be submitted within 28 days of our response to the complaint.

The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this.



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A decision will be notified within 28 days and will be final.

3.3 Executive Committee complaints

Where a complaint is received by an Executive Committee member, and particularly if this pertains to another member and relates to BALEAP's Dignity and Respect Policy, it may be necessary to adapt the Complaints Procedure. In such circumstances, noting that the Dignity and Respect Policy encourages members to resolve issues informally in the first instance, complaint can be made directly to the Chair of BALEAP, or to any other another Executive Committee member if this is more appropriate, e.g. the complaint relates to the Chair.

The complaint will then be investigated. Depending on the nature of the complaint, the Chair may convene a panel to investigate the complaint or may delegate investigation of the complaint to a more appropriate Executive Committee member. If necessary, specialist advice will be sought.

A decision will be notified within 28 days and will be final.

4. Wider Action

Irrespective of the outcome of any complaint, we will consider if there is any requirement in respect of wider action and/or statutory reporting to the [Charity Commission](#), [H&SW Executive](#), another regulator, or the [Police](#).

Consideration will also to be given to whether any changes should be made to policies, procedures, training etc to see if anything might reasonably be done to prevent a similar issue arising in future.

5. Anonymous Complaints

Anonymous complaints will be recorded and any facts available looked in to. However, in doing so we will be mindful that anonymous complaints can sometimes be malicious or vexatious. Everyone involved in our work, even incidentally, has a right to complain and we will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.



Consequently, anyone wishing to complain is strongly encouraged to provide the information requested in Section 3.1 and their contact details. This will also allow us to advise them of the outcome.

6. Compensation Claims

If a complaint may potentially result in a claim for compensation, such as damage or loss to property, or personal issue, our insurers are to be notified.

7. Confidentiality

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

8. Availability

This policy is to be made publicly available and given to anyone who advises that they wish to submit a complaint.

VERSION CONTROL - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period
1	BALEAP Exec	6th March 2025		2028