



**BROMLEY ADULT EDUCATION COLLEGE**  
**Complaint and Customer Care Policy**  
**2025-2026**

*Developing individuals and communities by providing  
accessible, high quality learning opportunities and skills  
training*

Reviewed and approved by:	SMT
Date:	September 2025
Next review date:	August 2026

Bromley Adult Education College (BAEC) strives to provide the best possible service possible. We recognise that there may be times when learners or stakeholders have concerns or queries about their experience. In such cases, BAEC aims to respond in a timely, fair, and constructive manner.

If you have a complaint about the administration or delivery of examinations/qualifications then please refer to the Exams Policies available on the website or contact the Qualifications Officer. Alternatively you can follow the procedures below.

If you wish to make a complaint, please make your complaint in writing directly to the Customer Care Team at Bromley Adult Education College, Kentwood Centre or email [enquiries@baec.ac.uk](mailto:enquiries@baec.ac.uk). Mark your message 'For the attention of the Customer Care Team'.

Your complaint will be acknowledged within 3 working days and investigated thoroughly. A decision will be reached based on the evidence provided and the investigation carried out. You will be given a full response within 10 working days after all investigations have been completed.

If your complaint is about the quality of teaching or the content or level of a course, the Customer Care Team guarantees to:

- Contact the tutor by telephone or email as soon as practically possible and discuss the matter fully with the tutor
- Collect further evidence as appropriate - this could include reviewing the tutor and learner's files, marketing information and exam boards requirements; observing one or more learning sessions, analysing attendance data etc.
- Reach an objective decision based on evidence provided
- Inform you of the decision reached in writing

In case of service failure, if BAEC substantiates the claim, you will receive a proportional refund of the fees paid. Further details of our Refund Policy are set out in the BAEC Terms and Conditions 2025-2026

We hope the measures employed up to this stage are satisfactory.

If you are not satisfied with the outcome, you have the right to approach the Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH. Further information is available via their website [www.lgo.org.uk](http://www.lgo.org.uk)

Or, if your complaint is concerning disability discrimination you can contact the conciliation service of the Equality Advisory Support Service (EASS) [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com) by contacting the Helpline on 0808 800 0082, Text phone: 0808 800 0084. Monday – Friday 9.00 am – 7.00 pm; Saturday 10.00 am – 2.00 pm Freepost EASS Helpline FPN 6521

Or, in the case of a complaint relating to a course supported by the Education and Skills Funding Agency, you can contact the Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT or email [complaints.EFSA@education.gov.uk](mailto:complaints.EFSA@education.gov.uk)

Or, in the case of a complaint relating to a course supported by the Greater London Authority, you can contact The Public Liaison Unit, Greater London Authority, City Hall, The Queen's Walk, London SE1 2AA Tel. 020 7983 4100, minicom 020 7983 4458 email: [mayor@london.gov.uk](mailto:mayor@london.gov.uk)  
<https://www.london.gov.uk/about-us/contacting-city-hall-and-mayor>

However, before taking these steps, we would invite you to contact BAEC again or the LBB Complaints Department, Civic Centre; Bromley BR3 3UH in case there is anything further we can do to resolve matters.