

This form should be used for lodging formal complaints with the BCI. Completed forms should sent to [complaints@thebci.org](mailto:complaints@thebci.org)

This form cannot be used for complaints about;

• the conduct of a BCI member (please see BCI Code of Conduct)

• an issue that is currently being, or has been, dealt with under the ‘procedural rules for dealing with complaints relating to the BCI Code of Conduct’

• a commercial decision made by the BCI such as the award of a contract or sponsorship agreement

• an appeal about a decision on an exam result, assessment or admission

• an attempt to have a complaint reconsidered where we have already given our final decision following an investigation.

• a commercial relationship that is governed by a contract such as with a training partner or other supplier.

[Please see this page for further information](https://www.thebci.org/about-bci/governance.html).

**What is your name?**

Click or tap here to enter text.

**What is your email address?**

Click or tap here to enter text.

**What is your complaint about?**

the quality and standard of a BCI service

the BCI’s failure to provide a service

unfair treatment or inappropriate behaviour by a BCI staff member.

the failure of the BCI to follow an appropriate administrative process

dissatisfaction with BCI policies

**What is the nature of your complaint?**

Click or tap here to enter text.

**What action would you like taking to resolve your complaint?**

Click or tap here to enter text.