

DUCO DIGITAL TRAINING

Complaints Procedure

Applies to learners, clients, partner organisations and other stakeholders — Owner: Matt Dowling, Co-Founder & Head of Quality — Version 1.0 — Date of issue: August 2026 — Next review: August 2027

Duco Digital Training is committed to providing high-quality training and to dealing with any concerns or complaints fairly, promptly and openly. This procedure explains how to raise a complaint and what to expect from us.

Scope

This procedure covers complaints about Duco Digital Training's own service — course content, delivery, customer service, administration, staff or freelance trainer conduct, and live training sessions or webinars.

If your concern or complaint is about a BCS product or service (for example, an exam, certification, or BCS's own systems), it will instead follow the [bcs.org/contact-us/policies](https://www.bcs.org/contact-us/policies) complaints policy.

How to raise a complaint

Complaints should be sent to matt@ducodigital.com, addressed to Matt Dowling, Co-Founder and Head of Quality, who has overall responsibility for handling complaints. Please include as much detail as possible: what happened, when, who was involved, and the outcome you are hoping for.

What happens next

1. We will acknowledge your complaint within 5 working days by email.
2. We will keep you informed of progress while we look into the matter.
3. Once our investigation is complete, we will write to you with the outcome and explain the reasons for our decision.
4. If your complaint concerns a BCS product or service, it will be directed to and handled under the [bcs.org/contact-us/policies](https://www.bcs.org/contact-us/policies) complaints policy; we will support that process where we can.
5. If you are unhappy with the outcome of a Duco Digital Training-handled complaint, you can follow the [bcs.org/contact-us/policies](https://www.bcs.org/contact-us/policies) complaints procedure.

Fairness and confidentiality

All complaints are treated confidentially and investigated impartially. Raising a complaint in good faith will never negatively affect your relationship with Duco Digital Training, your course access, or any support you receive.

Record keeping and review

A record of all complaints is kept and reviewed periodically by the Head of Quality to identify any recurring issues, feeding into Duco Digital Training's Quality Assurance Policy. This procedure is reviewed at least annually.