

CMI Complaints Policy and Procedure – Ref: AB/POL/0030/Dec20/V09

History

Date	Amendments made
December 20	Thorough review of the document. Insertion of 'History' and 'Distribution' sections Created as a Policy – AB/POL/0030/July19/V09 Procedure document AB/PRO/0014/Jul18/V08 now discontinued Numbered sequential steps added to the procedure for clarity

Distribution

- All Quality Managers
- All Lead Moderators
- New Partner Relationship Manager
- Customer Service team
- Assessment and Support Coordinator
- HE Partnership Support Executive
- Digital Delivery
- Quality Auditor
- CMI Centres

Purpose

This procedure applies to all Chartered Management Institute (CMI) Centres, Employers and Learners registered on a CMI qualification. This document sets out guidance about how to make a complaint to CMI and the procedure to follow.

Introduction

CMI is committed to providing a duty of care to its Learners, to supporting its Centres and to delivering a high standard of customer service.

Feedback is most welcome and will help towards improving our service.

Regulations require CMI to publish procedures to Learners and CMI Centres for dealing with complaints. This is to maintain the integrity of the CMI qualifications. This document fulfils that requirement.

Definition of Complaints

Complaint

The term “complaint” means a communication to CMI in which a person expresses dissatisfaction with a particular situation.

A complaint may relate to, for example:

- A failure to provide a service
- Inadequate quality or standard of service
- Wrong information about academic programmes
- The quality and availability of facilities and learning resources
- Accessibility of assessment
- The behaviour of a member of staff.

To establish whether the nature of the incident is a 'complaint' or 'whistleblowing' or an 'appeal', this policy should be read in conjunction with the following policies:

CMI Awarding Body Whistleblowing Policy AB/POL/0013/Jul18/V03

CMI Appeals Policy and Procedure AB/POL/0029/July19/V10'.

Scope

This procedure applies to all CMI Awarding Body staff and CMI Centres and may also apply to CMI Learners.

Regulatory Requirements

This policy meets the regulatory requirements set out by the Ofqual/CCEA Regulation/Qualifications Wales General Conditions of Recognition (August 2018):

"Condition D4 Responding to enquiries and complaints procedures

Responding to enquiries from Users of qualifications

D4.1 An awarding organisation must answer accurately, fully and within a reasonable time any reasonable enquiries received by it from Users of qualifications.

D4.2 Nothing in this condition obliges an awarding organisation to disclose information if to do so would breach a duty of confidentiality or any other legal duty.

Complaints procedures

D4.3 An awarding organisation must establish, maintain, publish and at all times comply with a written complaints procedure.

D4.4 The complaints procedure must in particular include procedures and timescales for –

- (a) responding to complaints, and
- (b) dealing with the subject matter of complaints."

This Policy also meets the requirements of the SQA Accreditation Regulatory Principles (2014):

SQA Principle 12

The Awarding Body and its providers must deal with complaints on an equitable basis, in line with its published procedures and timescales, and without unreasonable delay.

Awarding Body personnel, providers and Learners must be made aware of how and when they can complain to SQA Accreditation and where appropriate the Scottish Public Services Ombudsman (SPSO). Where a complaint is upheld, the Awarding Body and/or provider must take appropriate, preventative and/or corrective action.

Nature of complaint

There may be various situations in which a complaint arises:

- A Learner wishes to complain about a CMI Centre at which they are registered for a CMI qualification
- An Employer wishes to complain about a CMI Centre at which they have Learners registered for a CMI qualification
- A third party (e.g. parent/relation of Learner) wishes to complain about a CMI Centre at which the Learner is registered
- A CMI Centre, Learner, Employer or other person wishes to complain about CMI

A If the Complaint is about a Centre

All CMI Centres are required to have their own complaints process. If a Learner has a complaint they must follow their Centre's own complaints procedure in the first instance. Then, if they are not satisfied with the outcome of the internal process they can refer to CMI.

If an Employer or other person has a complaint about the service being provided by a CMI Centre in respect of the delivery/teaching, marking, assessment or verification for a Learner or a group of Learners following a CMI qualification, they must first follow that Centre's complaints procedure. If the Employer or other person has exhausted the Centre's complaints policy and has not received a satisfactory response or resolution, then the complaint may be referred to CMI.

If the nature of the situation warrants notification to CMI via the Whistleblowing policy, then this will take precedent. It is likely that if a third party such as a member of Centre staff has a complaint about a Centre, this is more likely to fall under the CMI Whistleblowing policy.

CMI is committed to offering a quality and customer orientated service, and feedback from CMI Centres and Learners on any issue will be most welcome.

B If the Complaint is about CMI

If there is a complaint about CMI, the complainant should put the complaint in writing.

Notification of complaints

Please notify all complaints in writing using one of the following options:

By email to: qualifications@managers.org.uk

By post to: FAO Awarding Body, Chartered Management Institute, Management House, Cottingham Road, Corby, Northamptonshire, NN17 1TT

Procedure

Where CMI receives a complaint, it is important that this is dealt with promptly and in line with CMI procedures.

CMI's procedure for complaints may involve the following actions:

1. Complaint received
2. Complaint acknowledged
3. Complaint reviewed and investigation undertaken (where necessary)
4. Response made
5. Action taken/planned
6. Notifying the regulators (where necessary)
7. Recording the complaint
8. Appeal handling
9. Alerting other Awarding Bodies
10. Final arbitration

1 Complaint received

Please provide as much information as possible regarding the complaint, which may include copies of emails sent/received, records of telephone calls, letters etc. Please make it clear that the communication is a complaint by putting the word "complaint" in the letter or email header/title.

If a complaint is received in person or by phone, the complainant will be asked to put it in writing.

2 Complaint acknowledged

CMI will contact the complainant within 3 working days of receiving the complaint by email or letter to acknowledge the complaint.

3 Complaint Reviewed

CMI will review the information presented and decide whether it is appropriate to either:

- Bring the matter to the attention of the CMI Programme Director at the Approved Centre, asking them to investigate the complaint and to produce a written report on the outcome, or
- Investigate the complaint directly. This investigation will be carried out by the Quality Manager, Senior Quality Manager, Auditor or Head of Awarding Body as appropriate.

CMI will also need to consider whether the regulators should be notified of the matter.

Following a review of the complaint, it may be appropriate to investigate the matter in more detail. CMI staff will do this following the CMI Investigation Procedure.

4 Response Made

CMI will respond to the complainant by email within 28 working days. Complainants will be informed as appropriate of any actions taken/to be taken.

Please note that where a 'third party' has made the complaint e.g. an employer has complained about the service provided by a CMI Centre to Learners who are also employees of that employer, it may not be possible for CMI to share the details or outcomes of any investigations with the third party.

5 Action taken/planned

CMI will take the appropriate preventative and/or corrective action.

Complainants will be informed where appropriate about the action taken.

6 Notifying the Regulators (where necessary)

In cases where there could be an adverse effect (e.g. cases with alleged fraud or serious threat to the integrity of CMI qualifications or CMI as an organisation), CMI is required to escalate the matter immediately to the appropriate regulatory bodies. CMI and the CMI Centre are required to co-operate in full, providing information and taking the appropriate action.

7 Recording the Complaint

The complaint needs to be recorded to ensure an audit trail. The complaint is recorded on the CMI Awarding Body Google Drive by the Quality Auditor.

8 Appeals handling

Complainants who are dissatisfied with the outcome may appeal against the decision using the CMI Appeals Policy and Procedure.

9 Alerting other Awarding Bodies

Regulations require that CMI notifies other Awarding Bodies of cases of complaint where these cases are likely to impact on the other Awarding Bodies. In dealing with the complaint, CMI must pay due regard to this requirement and notify other Awarding Bodies, as appropriate.

This will usually be appropriate where:

- The CMI Centre where the complaint has occurred (or is suspected) is also approved with another Awarding Body (for the same or different qualifications) and the (suspected) complaint could potentially impact on the activities undertaken on behalf of that other Awarding Body.
- The CMI Approved Centre where the complaint has occurred (or is suspected) is also approved with another Awarding Body for the same qualifications and there is the potential for the CMI Approved Centre to move their operations to the other Awarding Body in an attempt to avoid sanctions and continue sub-standard practices.

- The CMI Approved Centre where the complaint has occurred (or is suspected) has indicated that they are seeking approval with another Awarding Body (for the same or different qualifications).

10 Final Arbitration

The regulators are not appeal bodies and will only arbitrate if evidence is provided. Anyone approaching the regulators for this purpose should provide written copies of all relevant communications. The contact details are as follows:

For vocational qualifications in England

Ofqual

Spring Place
Coventry Business Park
Herald Avenue
Coventry
CV54 6UB

For vocational qualifications in Northern Ireland

CCEA Regulation

29 Clarendon Road
Belfast
BT1 3BG

For vocational qualifications in Wales

Qualifications Wales

Q2 Building
Pencarn Lane
Imperial Park
Coedkernew
Newport
NP10 8AR

Ofqual and the Qualification Wales will consider complaints about CMI activities or functions, but will not get involved in individual appeals.

If Ofqual decides that your request does not meet their criteria for a review and you are affected by the decision, or you are affected by the outcome of the review, you can contact your local MP who may refer the matter to the Independent Parliamentary Commissioner for Administration (the Ombudsman). The Ombudsman will normally only consider complaints which are brought within six months after the completion of Ofqual or the Welsh Government's investigation.

For Scottish Vocational Qualifications (SVQ's) or qualifications on the Scottish Credit Qualification Framework (SCQF):

Scottish Qualification Authority Accreditation (SQA)

The Optima Building
58 Robertson Street
Glasgow
G2 8DQ

In Scotland, users of public bodies also have the right to complain to the Scottish Public Service Ombudsman (SPSO) as the final arbiter. Users have to exhaust the public body's own complaints procedure before the SPSO will consider their complaint, and it must usually have been raised within the previous 12 months. The complaint cannot be under consideration in a court of law.

The SPSO will not consider complaints about academic decisions, such as the outcomes of an assessment. These types of complaints should be treated as an appeal using the CMI assessment review and appeal procedure as detailed in the SQA Accreditation's *Regulatory Principles* (2011).

Although the SPSO's rules apply only to public bodies (eg FE Colleges and local authority Centres), in this context SQA, the regulator for Scotland is also a public body. Therefore Learners at CMI Centres that are not public bodies will be able to escalate their complaints to the SPSO.

SPSO 4 Melville Street Edinburgh EH3 7NS

SPSO Freepost EH641 Edinburgh EH3 0BR

Freephone: 0800 377 7330

Online contact: www.spsso.org.uk/contact-us Website: www.spsso.org.uk Mobile site: <http://m.spsso.org.uk>

Monitoring and Review

Use of this procedure will be monitored annually to ensure the procedure and its approach remains fit for purpose.