

CMI Awarding Body

Complaints Policy and Procedure

V13

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AB/POL/0030 - January 2026 - V13

History

| Date | Amendments Made |
|----------------------|--|
| January 2026 / V13 | Full review of the policy and procedure Changed to the new policy template Incorporate CMI Partner Connect Change from SQA Accreditation to Qualifications Scotland Accreditation |
| May 2024 / V12 | Full review of the document URLs embedded into the document Addition of SQA Accreditation email and telephone contact details Addition of Ofqual email, telephone and contact form details Addition of Qualification Wales email and contact form Addition of CCEA Regulation email and telephone contact details |
| September 2021 / V11 | SQA Principles update |
| September 2019 / V10 | SQA has been amended to SQA Accreditation For all SQA-accredited qualifications, the Learner should contact SQA Accreditation, FAO Senior Regulation Manager, SQA principles update |
| April 2019 / V9 | Thorough review of the document Insertion of "History" and "Distribution" sections |

Intended Audience

- CMI Quality Managers
- CMI Markers and Moderators
- CMI Customer Service Team
- CMI Awarding Body Support Team
- CMI Partner Relationship Managers
- CMI Partner Engagement Managers
- CMI Centres (Approved, Registered, Recognised)

All of CMI's policies are published on the [CMI Policies Webpage](#)

Purpose

This procedure applies to all Chartered Management Institute (CMI) Centres, Employers and Learners registered on a CMI qualification. It provides clear guidance on how to raise a complaint with CMI and outlines the process that will be followed to ensure that complaints are handled in a fair, consistent and timely manner.

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 improve our service.

As part of our regulatory obligations, this document sets out the procedures for managing complaints to uphold the integrity, quality and reputation of CMI qualifications.

Scope

This policy applies to all CMI Awarding Body staff (including contractors), CMI Centres (Approved, Registered and Recognised) and CMI-registered Learners, Training Providers and Employers.

Regulatory Requirements

This policy meets the regulatory requirements set out by our regulators: Ofqual, the CCEA, Qualifications Wales, and Qualifications Scotland Accreditation.

[Ofqual - General Conditions of Recognition](#)

[Qualifications Wales - Standard Conditions of Recognition](#)

[CCEA Regulation - General Conditions of Recognition](#)

[Qualifications Scotland Accreditation - Regulatory Principles \(2021\)](#)

| Regulator or Relevant Regulatory Body | Reference Details | Legislation/Regulatory Reference |
|---------------------------------------|------------------------------------|---|
| Ofqual | General Conditions of Recognition | Condition No: D4 Responding to enquiries and complaints procedures |
| Qualifications Wales | Standard Conditions of Recognition | Condition No: D4 Responding to enquiries and complaints procedures |
| CCEA Regulation | General Conditions of Recognition | Condition No: D4 Responding to enquiries and complaints procedures |
| Qualifications Scotland Accreditation | Regulatory Principles 2021 | Principle 16. The Awarding Body and its providers must have open and transparent systems, policies and procedures to manage complaints. |

Definition of Complaints

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

A complaint may relate to, but is not limited to, for example:

- A failure to provide a service.
- Inadequate quality or standard of service.
- Wrong information about CMI’s products and services.
- The quality and availability of teaching, facilities and learning resources.
- Accessibility of assessment.
- The behaviour of a member of CMI staff.

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

- [CMI Awarding Body Whistleblowing Policy](#)
- [CMI Appeals Policy and Procedure](#)

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 (for example, a parent/relative of the 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.

If the Complaint is about a CMI 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 formal 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 or CMI Safeguarding Policy, then this will take precedence. It is likely that if a third party, such as a member of Centre staff, has a complaint about the Centre, this is more likely to fall under the CMI Whistleblowing policy.

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

If the Complaint is about CMI

If there is a complaint about CMI, the complainant should put the complaint in writing, using the contact details below.

Notification of Complaints

Learners / Employers / Third Party

Complaints can be notified to CMI by email or by post by using the following options:

By Email to: awardingbody@managers.org.uk

By post to: FAO Awarding Body, Chartered Management Institute, 77 Kingsway, London, WC2B 6SR.

Centres

Complaints can be notified to CMI by completing the CMI Partner Connect Form - Complaint Form (Created by Centre).

Procedure

Where CMI receives a complaint, it will be acknowledged and addressed promptly in line with CMI procedures.

Following the initial review of the complaint. CMI will determine whether further investigation is warranted. If so, the matter will be investigated in more detail in line with the CMI Investigation Procedure, which can be accessed within the [CMI Policies Page](#)

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

- Complaint received.
- Complaint acknowledged.
- Complaint reviewed and investigation undertaken (where necessary).
- Response made.
- Action taken/planned.
- Notifying the regulators (where necessary).
- Recording the complaint.
- Appeal handling.
- Alerting other Awarding Bodies/Organisations.

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.

Complaint acknowledged

Where a Learner/Employer/Third party has raised the complaint directly with the Awarding Body Support Team, the complaint will be acknowledged within **3 working days**.

Where a Centre has raised a complaint on the CMI Partner Connect System, they will receive an immediate acknowledgement.

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 CMI 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 either by a CMI Quality Manager, a CMI Senior Quality Manager, Head of Quality or the Head of Awarding Organisation as appropriate.

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

Response made

CMI will respond to the complainant by email within 20 working days (UK). Complainants will be informed as appropriate of any actions taken/to be taken.

Where a complaint is submitted by a third party, CMI may be unable to share the outcome(s) of any investigation with the complainant. This is to avoid potential conflicts of interest and to uphold confidentiality.

Action taken/planned

CMI will take the appropriate preventative and/or corrective action. Complainants will be informed where appropriate about the action taken.

Notifying the Regulators (where necessary)

In cases where there could be an adverse effect (for example, cases with alleged fraud or serious threat to the integrity of CMI qualifications or CMI as an organisation), CMI is required to report the matter immediately to the appropriate regulatory bodies. CMI and the CMI Centre are required to cooperate fully with any requests from the regulatory bodies, to provide information and take the appropriate action.

Recording the Complaint

The complaint will be formally recorded to ensure a clear audit trail. When a complaint is received by the Awarding Body Support Team, it will be logged on the CMI Partner Connect System, and any correspondence related to the Complaint will be attached to the Complaint form. Where the complaint is made by the Centre directly using the Complaint Form on CMI Partner Connect, this will create a record of this form, and any correspondence related to the Complaint will be attached.

Appeals handling

Complainants who are dissatisfied with the outcome may appeal against the decision using the CMI Appeals Policy and Procedure, which can be accessed on [CMI's Policy Page](#).

Notifying the Regulators (where necessary)

In cases where there could be an adverse effect (for example, cases with alleged fraud or serious threat to the integrity of CMI qualifications or CMI as an organisation), CMI is required to report and escalate the matter immediately to the appropriate regulatory bodies. CMI and the CMI Centre are required to cooperate fully with any requests from the regulatory bodies, to provide information and take the appropriate action.

Alerting other Awarding Bodies/Organisations

Regulations require that CMI notify other Awarding Bodies/Organisations of cases of complaint where these cases are likely to impact the other Awarding Bodies/Organisations. In dealing with the complaint, CMI must pay due regard to this requirement and notify other Awarding Bodies/Organisations, 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 the activities undertaken on behalf of that other Awarding Body/Organisation.
- The CMI Approved Centre where the complaint has occurred (or is suspected) is also approved with another Awarding Body/Organisation for the same qualifications, and there is the potential for the CMI Approved Centre to move its operations to the other Awarding Body/Organisation in an attempt to avoid sanctions and continue substandard practices.
- The CMI Approved Centre where the complaint has occurred (or is suspected) has indicated that they are seeking approval with another Awarding Body/Organisation (for the same or different qualifications)

Regulatory Complaint Escalation

Where the complainant remains unsatisfied upon resolution of their complaint to CMI, they can submit a complaint to the relevant Regulatory Body. Contact details are provided below:

Ofqual

For vocational qualifications in England - [Ofqual \(Office of Qualifications and Examinations Regulation\)](#), Station Square, Coventry CV1 2FL.

Alternatively, contact them directly - <https://complaints.ofqual.gov.uk/>

Telephone number for assisted complaints - 0300 303 3344

If you think that the outcome of the internal review is wrong or if you do not agree with Ofqual's decision not to conduct an internal review, you can [contact the Parliamentary and Health Service Ombudsman](#). The ombudsman carries out independent investigations into complaints about public bodies.

Qualifications Wales

For vocational qualifications in Wales - [Qualifications Wales](#), Q2 Building, Pencarn Lane, Imperial Park, Coedkernew, Newport, NP10 8AR.

Alternatively, contact them directly - Please complete their [complaint form](#) and email it to report@qualifications.wales

CCEA

For vocational qualifications in Northern Ireland - [CCEA Regulation](#), CCEA Regulation Complaints Coordinator, 29 Clarendon Road, Belfast, BT1 3BG.

Alternatively, contact them directly - info@ccea.org.uk / ccearegulation@ccea.org.uk or telephone 028 9026 1200.

Qualifications Scotland Accreditation

For all Qualifications Scotland Accreditation qualifications, you can complain in person or in writing - [Qualifications Scotland Accreditation](#), The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ.

Alternatively, contact them directly - accreditation@sqa.org.uk / telephone 0345 213 5249 or by completing their online complaints form: https://accreditation.sqa.org.uk/accreditation/About_Us/Complaint

As part of the Qualifications Scotland Accreditation's Gaelic Language plan, complaints can also be submitted in Gaelic, and the Qualifications Scotland Accreditation will reply to you in Gaelic.

Scottish Public Services Ombudsman (SPSO)

If a complaint is concerning a Qualifications Scotland Accreditation qualification and all other complaint procedures (CMI approved Centre, CMI, Qualifications Scotland Accreditation) have been fully exhausted, the complaint can be raised to the Scottish Public Services Ombudsman (SPSO).

Please note that SPSO will not consider complaints about academic decisions, such as the outcome of an assessment.

[Scottish Public Services Ombudsman](#), Bridgeside House, 99 McDonald Road, Edinburgh, EH7 4NSR

Alternatively, contact them directly -

- Freephone: 0800 377 7330
- Online contact: <https://www.spsso.org.uk/contact-us>
- Website: <https://www.spsso.org.uk/>
- Mobile site: <https://m.spsso.org.uk/>

Monitoring and Review

This policy will be reviewed in line with CMI's Document Control Policy.