



# ILM Complaints Policy

V3 August 2017

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## Document Change History

Changes to specific sections of the document are listed below:

### Scope

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Page No	Change
4	Removed reference to ILM staff

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### Definition

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Page No	Change
5	Change to Customer Service opening hours, reviewed and refreshed compliant list

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### Investigation and Outcome

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Page No	Change
6-8	Change to Customer Service opening hours, change of address, time scales added, changes to point of final stage escalation, removed reference to contract staff

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### Further Information

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Page No	Change
12	Added Council for the Curriculum, Examinations and Assessment (CCEA)

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## Scope

ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & Guilds Group Business. ILM offers a specialist suite of qualifications ranging from Level 2 to Level 7, which are awarded by The City and Guilds of London Institute. ILM also specialise in assessment, learning content, and the accreditation of high quality training in the fields of leadership, management and coaching.

This policy is provided for two purposes – to guide you in how to approach ILM if you have a complaint in relation to any part of our delivery, as well as to provide our Centres and Providers with an example of how to develop and structure their own policy statement.

The policy provides a definition and examples of complaints which may occur for a Centre, Provider, Learner, however we recognise that we may receive complaints from any member of the public in relation to our services. The process for making a complaint is described, although we do expect a learner to follow their own Centre or Provider's process in the first instance before referring to ILM.

This policy supersedes and replaces the ILM Complaints Policy Version 2 May 2016.

## Definitions

We aim to give everyone an excellent experience when dealing with ILM, so we welcome your comments, suggestions and feedback about the service you have experienced when contacting us or when using any of our products or services. Many matters can be resolved informally so do contact the Customer Service Team on +44 (0) 1543 266867 (Monday – Thursday 8:00 – 17:00, Friday 8:00 – 16:30) or email [customer@i-l-m.com](mailto:customer@i-l-m.com) as we may be able to resolve the problem straight away.

But if you feel the problem needs to be put on a more official footing, please follow the process below.

A complaint is an expression of dissatisfaction from you about our products, services or the complaints handling process where it is clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way, for example, by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- We learn from complaints and feedback and we use them to improve our service.

It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaints:

- Lack of customer focus approach
- Website issues, including newsletters and functionality
- Incorrect product or service received
- Certificates delivered outside of agree service level agreement
- Non-compliance with stated ILM process e.g. not adhering to published timescales or processes
- Finance related issues.

## Investigation and Outcome

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

As part of the ILM approval process you must have your own policy in relation to complaints. You and your learners should follow your internal Centre/Provider policy before referring to ILM for further guidance. However if there is an allegation of malpractice or maladministration please refer to the current Malpractice & Maladministration Policy including guidance for Centres.

ILM's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. We'll acknowledge your complaint within 2 working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf. We aim to resolve complaints within 8 working days but if it's going to take longer than that we'll keep you fully informed.

The stages to our complaints process are:

### Centre/ Provider process

#### Stage one

If you have a complaint in relation to an ILM service or offer, then please raise your concern by emailing [customer@i-l-m.com](mailto:customer@i-l-m.com) and putting complaint in the title of your email.

Please provide us with as much information as possible for example:

- What is your complaint about?
- Does this relate to an ILM Centre/ Provider or Product/ Service?
- The dates of the incident or key dates
- What action you may have taken to date
- What you would like ILM to do to ensure this is resolved.

A member of the Customer Service team will be allocated to ensure your enquiry is looked into and investigated and a complaint service request number will be provided. We will provide regular updates and ensure your complaint is resolved as a matter of urgency.

If your complaint was due to an ILM error, we will ensure the relevant changes are put in place so this does not re-occur. Please note - we regularly review our complaints and ensure there are no continual trends.

We will respond to your complaint within 24 hours and aim to resolve within 8 working days. If we are unable to resolve your complaint, we will inform you at the earliest opportunity and ensure you are updated on a regular basis.

If you would like an update on your complaint, you can contact the Customer Service team, by phoning +44 (0) 1543 266867 (Monday – Thursday 8:00 – 17:00, Friday 8:00 – 16:30) and quoting your complaint service request number.

## Stage two

If you are not satisfied with the response you receive to your complaint, you can request for your complaint to be raised further with the Customer Services Team Leader.

The Customer Services Team Leader will undertake a full review of the original complaint and evidence collected by the person who investigated the matter on your behalf and contact you to discuss the complaint further and discuss the next steps.

We aim to respond to your enquiry within 2 working days.

## Final stage

If you are still not satisfied with the response you receive from the Customer Service Team Leader you can request for the matter to be raised with the ILM Director of Product Development, Quality & Operations, ILM Quality, Compliance and Products.

We aim to respond to your enquiry within 10 working days.

Please note that if you are not happy with the final outcome, then you are within your rights to escalate this to the relevant Regulatory displayed on page 10.

## Learner Process

### Stage one

In the first instance you must try and resolve your complaint with your Centre /Provider following their own internal Complaints policy.

### Stage two

If after exhausting the Centre/ Providers complaints policy and you still feel the problem needs to be escalated; then please raise your concern by emailing [customer@i-l-m.com](mailto:customer@i-l-m.com) and putting complaint in the title of your email.

Please provide us with as much information as possible for example:

- What is your complaint about?
- Does this relate to an ILM Centre/ Provider or Product/ Service?
- The dates of the incident or key dates
- What action you may have taken to date
- What you would like ILM to do to ensure this is resolved

A member of the Customer Service team will be allocated to ensure your enquiry is looked into and investigated and a complaint service request number will be provided. We will provide regular updates and ensure your complaint is resolved as a matter of urgency.

We may need to contact the Centre/ Provider and make them aware of your complaint and this will allow us to complete an impartial investigation. We will inform you beforehand if this is the case. We will respond to your complaint within 24 hours and aim to resolve within 8 working days. If we are unable to resolve your complaint, we will inform you at the earliest opportunity and ensure you are updated on a regular basis.

Please be aware - we may be limited to what we can tell you due to contractual or confidentiality issues.

### **Stage 3**

If you are not satisfied with the response you receive to your complaint, you can request for your complaint to be raised further with the Customer Services Team Leader.

The Customer Services Team Leader will undertake a full review of the original complaint and evidence collected by the person who investigated the matter on your behalf and contact you to discuss the complaint further and discuss the next steps.

We aim to respond to your enquiry within 2 working days.

### **Final stage - Learner**

If you are still not satisfied with the response you receive from the Customer Service Team Leader you can request for the matter to be raised with the ILM Director of Product Development, Quality & Operations, ILM Quality, Compliance and Products.

We aim to respond to your enquiry within 10 working days.

Please note that if you are not happy with the final outcome, then you are within your rights to escalate this to the relevant Regulatory displayed on page 10.



## Confidentiality

Except in exceptional circumstances, we will try to ensure that your complaint remains confidential, but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations we will discuss this with you.

## Continuous Improvement

The ILM Quality and Regulatory Group monitor this policy and any associated feedback and ensure that the ILM Standard is maintained to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation. This policy shall be the subject of a three year review cycle or as necessary.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, ILM's products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. ILM cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, please email: [customer@i-l-m.com](mailto:customer@i-l-m.com)

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## Further Information and/or Glossary

### Ofqual

If your complaint relates to a qualification regulated by Ofqual you may complain directly to Ofqual if you have exhausted ILM's complaints procedure. Please refer to the following link which will explain how you can do this:

<http://ofqual.gov.uk/complaints-and-appeals/>

### Qualifications Wales

If your complaint relates to a qualification regulated by Qualifications Wales you may complain directly to Qualifications Wales if you have exhausted ILM's complaints procedure. Please refer to the following link which will explain how you can do this:

<http://qualificationswales.org/regulation/complaints/?lang=en>

### Scottish Qualifications Authority (SQA)

Learners registered on a Scottish Vocational Qualification have the right to complain direct to the regulator, the Scottish Qualifications Authority (SQA). Particularly should they remain unhappy with decisions made by the centre and by further complaint to ILM.

There have been no cases to date where this has occurred, however, in order to address this gap; we ask that you ensure your induction materials include reference to further complaints to the awarding organisation and the regulator SQA.

### Scottish Public Service Ombudsman (SPSO)

Users of public bodies<sup>1</sup> in Scotland have the right to complain to the 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 defines a complaint as "an expression of dissatisfaction by one or more customers about [the college's] action or lack of action, or about the standard of service provided by [the college<sup>2</sup>] or on its behalf".

The SPSO will not consider complaints about academic decisions, such as the outcome of an assessment. These types of complaints should be treated as an appeal and should follow awarding bodies' appeals processes.

The SPSO's Further Education Colleges Model Complaints Handling Procedure can be found at

<http://AVI/VIII.valuingcomplaints.org.ukfwp-content/media/The-Further-EducationModel-Complaints-Handling-Procedure.pdf>

1 The SPSO's rules apply only to public bodies (e.g. FE colleges and local authority centres). Students at centres that are not public bodies will not be able to escalate their complaints to the SPSO.

2 For some complaints, there will be no requirement for the college to escalate the complaint to awarding bodies, e.g. if the

Complaint concerns the behaviour of a centre staff member (in this case, once the student has exhausted the college's complaints process, they would go direct to the SPSO if dissatisfied.)

### **Council for the Curriculum, Examinations and Assessment (CCEA)**

If your complaint relates to a qualification regulated by Council for the Curriculum, Examinations and Assessment (CCEA) you may complain directly to CCEA if you have exhausted ILM's complaints procedure. Please refer to the following link which will explain how you can do this:

[https://ccea.org.uk/about\\_us/contact\\_us/complaints/make\\_complaint](https://ccea.org.uk/about_us/contact_us/complaints/make_complaint)

## About ILM

ILM is the UK's leading provider of leadership, management and coaching qualifications, and a City & Guilds Group Business. ILM offers a specialist suite of qualifications ranging from Level 2 to Level 7, which are awarded by The City and Guilds of London Institute. ILM also specialise in assessment, learning content, and accreditation of training.

We believe that great leaders can come from anywhere. With the right support, anyone can grow and develop to make a real difference to their team and organisation. Which is why we help individuals from all levels to realise and apply their potential, so that the organisations they work for can reap the benefits.

## City and Guilds Group

ILM is a City & Guilds Group Business. Together, we set the standard for professional and technical education and corporate learning and development around the world, helping people and organisations to develop their skills for personal and economic growth.

## Useful Contacts

### **ILM Customer Service**

General enquiries

Events enquiries

International enquiries

E: [customer@i-l-m.com](mailto:customer@i-l-m.com)

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### **Complaints and feedback**

Complaints and feedback

E: [customer@i-l-m.com](mailto:customer@i-l-m.com)

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### **ILM Regulation and Compliance**

Reporting malpractice/maladministration

Reporting incidents of plagiarism

Lodging appeals

E: [ILMregulation@i-l-m.com](mailto:ILMregulation@i-l-m.com)

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### **ILM Assessment**

Lodging Enquiries

Requests for Special Consideration

Request for Access Arrangements

E: [ilmassessmentpolicy@i-l-m.com](mailto:ilmassessmentpolicy@i-l-m.com)

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