

# ILM Complaints Policy

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## Contents

Document Change History	3
Scope	4
Definition	5
Investigation and Outcome	6
Confidentiality	8
Continuous Improvement	9
Further Information	10

## Document Change History

The content of this policy shall be subject to a three year review cycle or as necessary as outlined under continuous improvement.

Changes to specific sections of the document are listed below:

### Scope

Page No	Change
4	Removal of reference to Institute of Leadership and Management members

### Investigation and Outcome

Page No	Change
6	Amendment of stage 2 referral from Director of Customer Service to Customer Services Team Leader
6	Amendment of final stage referral from Chief Executive to Director of Business Development and Sales

### Continuous Improvement

Page No	Change
9	Removal of review of complaints by Business Improvement Group and Board of Trustees

### Further Information

Page No	Change
10	Change of regulator from Welsh Government to Qualification Wales

## 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, or ILM Contractor, 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.

If you are an ILM employee please follow the relevant HR policy to raise your concern.

This policy supersedes and replaces the ILM Complaints Policy Version July 2014.

## 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 – 18:00, Friday 8:00 – 16:30) or email [customer@i-l-m.com](mailto:customer@i-l-m.com) as we may be able to iron out 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:

- Incorrect invoicing
- Certificate spelling errors
- Lack of response to queries
- Unable to unsubscribe emails
- Website issues
- Incorrect products received
- Delay with receipt of certificates
- Non-compliance with stated ILM process e.g. not adhering to published timescales or processes.

## 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.

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.

Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

The three stages to our complaints process are:

### Stage one

If you have a complaint in relation to the service you have received from ILM please raise your concern by emailing [customer@i-l-m.com](mailto:customer@i-l-m.com), explaining the problem as clearly and fully as possible, including any action taken so far. You can also contact the Customer Service team, by phoning +44 (0) 1543 266867 (Monday – Thursday 8:00 – 18:00, Friday 8:00 – 16:30).

Additional information for:

**ILM centres and providers** - 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.

**Learners** - in the first instance you must try and resolve your complaint with your Centre /Provider following their own internal Complaints policy. If after exhausting the Centre/Provider policy you still feel the problem needs to be escalated then please raise your concern with ILM.

**ILM contractors** - in the first instance you must try and resolve your complaint with your contracting manager.

### Stage two

If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting the Customer Services Team Leader by emailing [customer@i-l-m.com](mailto:customer@i-l-m.com) setting out why you are dissatisfied.

The Customer Services Team Leader will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter on your

behalf and their initial response. Consultation with all parties will take place to provide you with ILM's response and any further actions that may need to be taken.

### Final stage

If you are still not satisfied with the response you receive from the Customer Service Team Leader you can take the matter further by writing to the Director of Business Development and Sales, ILM, Stowe House, Netherstowe, Lichfield, Staffordshire, WS13 6TJ.

## 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

All complaints are reported and reviewed internally each month. They are also reviewed by the by the Quality and Regulatory Group on a quarterly basis to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation.

We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive.

This policy shall be the subject of a three year review cycle or as necessary.

## 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://www.valuingcomplaints.org.uk/wp-content/media/The-Further-Education-Model-Complaints-Handling-Procedure.pdf>

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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.

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