



Complaints Policy

Introduction

This document sets out our Complaints Policy and Procedure and is aimed at ICA members, learners, apprentices, employers and training providers and all other stakeholders who encounter a direct or indirect service from ICA.

We highly value all parties engaging with our Services especially ICA members and the learners and apprentices who access our services. It is always our aim to exceed the expectations of our customers and stakeholders.

We welcome compliments and are confident of providing a high-quality service. When that has not been the case, we encourage all stakeholders that feel that any part our service provision has fallen below expectations to raise their concerns with us immediately so that we may address and learn from them.

We adopt a philosophy of continuous learning and continuous improvement. and it is vital that we are informed whenever our service falls below expectations so that we can adopt measures to maintain the highest possible standards.

ICA will treat all complaints seriously and will deal with them without recrimination. However, where a complaint is shown to be frivolous, vexatious or motivated by malice, we reserve the option to take disciplinary action against the complainant.

Scope

This policy covers complaints from ICA members, learners, apprentices, employers and training providers or other stakeholders who may wish to make complaints in relation to the membership, qualifications, End-Point Assessments (EPA) and associated services offered by ICA.

It is not to be used to cover appeals involving assessments which are covered by our Appeals Policy. Should a complaint be submitted which is in fact an enquiry or an appeal, we will respond to inform the relevant party that the issue is being considered, where appropriate, in accordance with the approach outlined in our Customer Service statement or Appeals policy.

Any person or party who is unhappy about the way an examination or assessment was delivered and conducted, or if you suspect malpractice or maladministration may have occurred, you should send your concerns to us in accordance with the arrangements in our Malpractice and Maladministration Policy.



Definitions

A **complaint** is defined as any expression of dissatisfaction; however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain”, or “complaint” is not used.

A **compliment** is an expression of satisfaction about the standard of service we provide.

Review arrangements

We will review this policy and its associated procedures annually as part of our self-evaluation arrangements and revise it in response to stakeholder feedback and any trends that may emerge in the subject matter of complaints received.

If you would like to feedback any views, please contact us via the details provided below.

How should I complain?

Potential complainants should first try to sort out any problem at the earliest opportunity by speaking to the person that you have engaged with at ICA. If they cannot help, or you wish to speak to someone else, you can put your complaint in writing by either emailing us or using the online form on our website.

Online form: [ICA | Make a Complaint \(int-comp.org\)](https://www.int-comp.org)

All complaints will be registered on our Complaints Log together with the relevant correspondence and are followed by an investigation.

What information is required to make a complaint?

We will need your full name, contact details including a daytime telephone number along with:

- a full description of your complaint (including the subject matter and dates and times if known)
- any names of the people you have dealt with so far
- copies of any papers, letters or screenshots relating to the complaint.

Sometimes a complainant will wish to remain anonymous. If this is the case, we recommend that they first read our Whistleblowing Policy to see if you can raise your concerns under it.

If the Whistleblowing Policy does not apply to you, and you are concerned about possible adverse consequences that may occur should your identity be revealed then please inform us that you do not wish for us to divulge your identity when you first submit the complaint, and we will endeavour to ensure your details are not disclosed.



We will never reveal your identity unless you agree, or it is absolutely necessary. We will always advise you if it becomes necessary to reveal your identity against your wishes before any such action is taken.

While we are prepared to investigate issues which are reported to us anonymously, it is always preferable to provide your identity and contact details in case we need further information from you to inform our handling of your complaint, and so we can inform you of the outcome of our investigation.

What will happen to my complaint?

We acknowledge receipt of all complaints within three working days. One of our Compliant Handlers will be responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this policy.

At all times we will ensure that ICA personnel assigned to the investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter.

We aim to complete any investigation into a complaint within 7 working days of receipt of the complaint. We will contact the complainant to inform them of the outcome of the complaint, normally within 10 working days of receiving the complaint.

If the complaint is complex or involves people who are not available at the time, we may extend this response time. We will contact the complainant within this period, with a proposed revised response time. We may also seek further information or clarification from the complainant.

In situations where a complaint is upheld, we will give due consideration to the outcome and will take appropriate actions such as:

- identifying any other apprentices who have been affected by the issue
- correct, or where it cannot be corrected, mitigate as far as possible, the effect of the issue on all parties including the complainant
- review and amend our arrangements to reduce the likelihood of the issue recurring in the future.
- review and verify remedial actions taken to address the issue to ensure that the solutions applied have been effective.



What if I am not happy with the outcome?

If you disagree with the outcome of your complaint, please contact us to discuss your concerns.

If you are still unhappy with the outcome, you can ask for it to be reviewed by an ICA Senior Manager who has not been involved in dealing with the complaint.

If you are still unhappy after a review you may wish to contact the relevant regulatory authority, for example, Ofqual in England if it relates to End-Point Assessment.

Contact us

If you have any queries about the contents of the policy, please contact us at complaints@int-comp.org or by telephone on 0121 362 7533.

End Point Assessment complaints brought to our attention by Ofqual

If Ofqual notify that an issue has been discovered with our EPA service or another End-Point Assessment Organisation, we will handle them in the same manner as any other external complaint in accordance with these procedures to ascertain if the same issue could affect ICA.

Apprenticeship Related Complaints - Other organisations you can Contact

Not all complaints can be addressed by ICA and may need to be raised with other parties. We have included a list of other organisations that may be better placed to deal with Apprenticeship issues.

Apprenticeship Helpline

If you are a prospective apprentice, who is unhappy that you have been refused a place on an apprenticeship you should contact the Apprenticeship Helpline.

Email: nationalhelpdesk@apprenticeships.gov.uk

Telephone: 0800 015 0400

8am to 10pm, 7 days a week.

Institute for Apprenticeships and Technical Education

If your complaint relates to the administration or delivery of an apprenticeship, you can contact the Institute for Apprenticeships and Technical Education.

<https://www.instituteforapprenticeships.org/about/complaints-procedure/>

Education and Skills Funding Agency (ESFA)

If your complaint is about the way a complaint is managed from an employer or apprentice, you can email your complaint to the ESFA complaints team.

Email: complaints.ESFA@education.gov.uk