COMPLAINTS POLICY 2019
ICA Complaints Procedure

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Complaints Procedure

1. Introduction

1.1. As a part of its commitment to ensuring the standard and quality of its assessments, ICA has established this procedure for dealing with complaints made in confidence by its candidates.

1.2. The policies and procedures contained herein apply to all registered ICA candidates irrespective of their mode, level or place of study.

1.3. This complaints procedure sets out the process for handling complaints about assessments, awarding and certification. For any other complaints or issues related to the programme of study or teaching, candidates should discuss the matter with their training provider.

1.4. ICA has allocated a broad range of powers to its training providers to deal with any complaints relating to programmes of study, study materials and teaching. Any complaints concerning such matters should be directed to the training providers in the first instance.

1.5. This procedure does not cover appeals, mitigation or academic misconduct, which are covered by separate procedures.

1.6. ICA will treat all complaints seriously and will deal with them without recrimination. Where, however, a complaint is shown to be frivolous, vexatious or motivated by malice, disciplinary action may be taken against the complainant.

2. Submitting a complaint

2.1. A candidate who wishes to raise a formal complaint should do so by contacting the ICA Assessment Team by email (icaassessments@int-comp.org) or letter, stating that they are making a formal complaint and disclosing all relevant information.

2.2. The information required to support the complaint consists of:

a) details of the complaint, and
b) the form of resolution or redress sought.

2.3. Candidates will receive an acknowledgement via email within five days of receipt of the complaint by ICA and can expect a reply within 15 days. Where this is not possible, the complainant will be kept informed of progress.

2.4. The ICA investigator will attempt resolution of the complaint by a means appropriate to its nature and circumstances.
2.5. The possible outcomes at this stage include:

- a resolution (possibly reached in cooperation an approved training provider/partner organisation) or following mediation, if appropriate
- provision to the candidate of information in explanation of the circumstances that led to the complaint
- referral of the matter to an Assessment Board, if the complaint raises serious or complex matters that require further investigation and enquiry
- dismissal of the complaint as being without foundation, with reasons given to the complainant in writing.

3. Assessment Board

3.1. Where the matter is referred to an Assessment Board, the board will consider the substance of the complaint and the way in which the complaint had been handled in the earlier stages.

3.2. Outcomes of the meeting may include that:

- the complaint is upheld, and recommendations are given relating to quality assurance or other procedural/policy requirements and any appropriate redress to the complainant, or
- the complaint is not upheld, and the candidate is informed in writing with reasons for its dismissal.

3.3. The candidate will be notified of the conclusions and recommendations from the meeting, with reasons, which will be sent in writing.

3.4 An annual report relating to complaints will be presented to the Alliance Manchester Business School, University of Manchester, as a part of the annual review process.

4. Review

4.1. If the candidate believes that the complaint has not been handled fairly or properly, they may request a review by writing to the President of ICA within ten working days of receipt of the formal response and can expect an acknowledgement in writing within five working days. Letters should be addressed to:

   The ICA President
   ICA
   Wrens Court
   52 – 54 Victoria Road
   Sutton Coldfield
   Birmingham
   B72 1SX.

4.2. The request should include details of why the candidate remains dissatisfied and what resolution the candidate is seeking, and should include copies of correspondence exchanged during the preceding stages, and any other relevant papers.
4.3. In the course of the review, ICA will scrutinise all relevant documentation and may decide to seek further information from the complainant, or more widely. Taking account of previous decisions about the complaint, ICA will then decide on an appropriate course of action that could include:

- specific action to resolve the matter
- referral to a plenary meeting of the Assessment Board
- referral to the Examination Committee and Test Board, which sit annually
- dismissal of the complaint as being without foundation, in which case reasons will be given to the candidate in writing and there will be no further opportunity for pursuit of the complaint.

4.4. The candidate should be notified of the ICA decision within 20 working days of receipt of the request for review.