COMPLAINTS POLICY 2020
ICA Complaints Procedure

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ICA Complaints Procedure

1. Introduction

1.1 As a part of its commitment to ensuring the standard and quality of its products and services, ICA has established this procedure for dealing with complaints.

1.2 The policies and procedures contained herein apply to all ICA products and services.

1.3 This procedure does not cover appeals involving assessments which are covered by a separate procedure.

1.4 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 Raising a formal complaint should be done so by contacting the relevant ICA department:

- Via email to complaints@int-comp.org. The complainant should state they are making a formal complaint and disclose all relevant information.
- Via the online form on our website https://go.wilmingtonplc.com/complaints-form.html

2.2 The information required to support the complaint consists of:

- details of the complaint, and
- the form of resolution or redress sought.

2.3 A complaint from a prospective apprentice, who is unhappy that they have been refused a place on an apprenticeship (for example, this may be an existing employee of an existing client) – they should contact the Apprenticeship Helpline via:

Email to: mailto:nationalhelpdesk@apprenticeships.gov.uk
Telephone: 0800 015 0400
8am to 10pm, 7 days a week.

2.4 Complaints about the administration or delivery of an apprenticeship (e.g. concerns about the quality of provision) from an employer or apprentice can be escalated to the Institute for Apprenticeships and Technical Education – refer to https://www.instituteforapprenticeships.org/about/complaints-procedure/
2.5 A complaint about the way a complaint is managed from an employer or apprentice - email the complaint to the ESFA complaints team via mailto:complaints.ESFA@education.gov.uk

3. **How ICA manage complaints**

3.1 Complainants will receive an acknowledgement via email within three days of receipt of the complaint by ICA with details of the complaint handler responsible for investigating the complaint.

3.2 ICA will record the complaint in their central register.

3.3 The ICA complaint handler will attempt resolution of the complaint by a means appropriate to its nature and circumstances and will send a written reply within 10 working days of receipt of complaint.

3.4 Where it is not possible to resolve the complaint within the specified timeframe, the complainant will be kept informed of progress.

3.5 The complainant will be notified of the outcome in writing.

3.6 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 complainant believes that the complaint has not been handled fairly or properly, they may request an independent review by writing to the ICA within ten working days of receipt of the formal response and can expect an acknowledgement in writing within three working days.

4.2 The complainant will be notified of the ICA decision within 20 working days of receipt of the request for review.