

Complaints Policy and Procedure

Introduction

The Chartered Institute of Procurement & Supply (CIPS) is a recognised and regulated Awarding Body. The Awarding Body is committed to high levels of quality assurance and policies that are open, transparent and free from bias. Customer Service works with the Awarding Body to support learners and study centres and complies with Awarding Body policies and procedures.

Overview

The Awarding Body and Customer Service are committed to offering a high standard of service to all our customers, including learners and study centres. We aim to provide a service that is:

- consultative and responsive
- open and informative
- prompt and efficient
- streamlined and manageable
- cost effective.

The Awarding Body and Customer Service ensure complaints are dealt with quickly and efficiently avoiding the need for a formal written complaint wherever possible. However, should the matter necessitate a formal complaint, the procedures detailed in this document will be followed.

A complaint can be deemed as an expression of dissatisfaction with a service or product, whether justified or not about any aspect of CIPS. Therefore individuals should not be discouraged from making a complaint, on financial or any other grounds, unless it is vexatious, malicious or frivolous. All complaints will be dealt with fairly and in a timely manner, and will be recorded so that analysis is facilitated.

Formal complaints should be sent in writing (by letter or email) and should state clearly the form of redress or recompense (if any) or change in operations (if any) that are sought. All complaints will be acknowledged speedily, recorded clearly, and resolved as quickly as possible and as practicable.

No-one who was involved in the actions or behaviours complained against will be involved in determining the outcome of the complaint.

Please note that if you are dissatisfied with a *decision* made by CIPS, including decisions made about reasonable adjustments, special consideration, malpractice or assessment results, this cannot be dealt with as a complaint, and you must follow the relevant CIPS Assessment Review and Appeals procedure, available on the CIPS website.

Complaints Procedure

There are three specific procedures around complaints; each is specific to a particular area of the organisation, Customer Service, Study Centres and the Awarding Body:

1. Complaint relating to a product or break down of our Customer Service

If you wish to express your dissatisfaction or have cause for a complaint regarding any area of our Customer Service and/or relating to a product or service that has not been conducted to the required conclusion we want to hear from you.

We would be grateful if you would provide us with your full name, address and membership number (if applicable), full details of the complaint and your preferred route of response from CIPS.

We will acknowledge your complaint within 3 working days and keep you informed of its progression. If your complaint requires a more in-depth response, and other areas of the organisation are involved it may take longer to resolve, we will however keep you informed throughout.

Written complaints: Customer Service Team, CIPS, Easton House, Easton on the Hill, Stamford, PE9 3NZ
Email complaints@cips.org Tel: +44 (0)1780 756777

2. Complaint relating to a Study Centre

If you have a complaint which concerns an issue within the control of a study centre, you should complain to that study centre in the first instance and copy any correspondence relating to the matter to:

CIPS Learning Partnerships Team, Easton House, Easton on the Hill, Stamford, Lincolnshire, PE9 3NZ.

E-mail enm@cips.org

Having been through a study centre's complaints or grievance procedure, the matter may remain unresolved. In these circumstances we may consider, if it is appropriate, intervening on your behalf. You should write to us with full details of the steps taken to date to try to resolve your complaint with the study centre, and their responses. We will acknowledge your email within 3 working days.

3. Complaint relating to Awarding Body

If you wish to raise a complaint relating to an Awarding Body issue that is not included in the CIPS Assessment Review and Appeals Policy, you should notify the Head of Awarding Regulation in writing within two weeks of the alleged incident. Correspondence should be sent to Assessment Team for the attention of the Head of Awarding Regulation.

You will be sent an acknowledgement within ten working days and we will investigate the complaint and communicate findings to you in writing (by letter or email). Wherever possible, this will be completed within one month of the date the complaint was received.

If the matter is not resolved we may undertake further investigations, including where necessary arranging for an independent review of the case.

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CIPS Awarding Body

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