



The Chartered
Institute of Logistics
and Transport

CILT(UK)

Awarding Organisation

Policy and procedures:

Complaints

CILT(UK) Awarding Organisation Policy

Complaints

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Earlstrees Road

Corby

Northants

NN17 4AX

Tel: 01536 740100

Fax: 01536 740101

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1. Policy

The purpose of this Policy is to outline how formal complaints can be submitted and how these will be dealt with by CILT (UK) Awarding Organisation.

CILT(UK) Awarding Organisation is committed to delivering a consistently excellent level of customer service, and on the occasions where CILT(UK) Awarding Organisation learners and Learning partners are not satisfied, dealing with complaints fairly and thoroughly.

2. Scope

This policy applies to all assessments for the following:

- All CILT(UK) qualifications regardless of assessment route

3. Regulatory Authorities' criteria

CILT(UK) is an awarding organisation regulated by The Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualification Wales and the Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland.

In addition to statutory duties, this policy is intended to meet relevant regulatory requirements as set out by Ofqual/ QW/ CCEA and has been compiled with reference to current best practice e.g. guidance issued by the Federation of Awarding Bodies (FAB).

4. Process

Stage 1: Raise your complaint with the Learning Partner

For those dissatisfied with the service provided by their Learning Partner, please follow the Learning Partner's complaints policy in the first instance to give the Learning Partner the opportunity to rectify any issues.

In the event that the complainant has exhausted the Learning Partner's complaint policy and remains dissatisfied, or the Learner or Learning Partner has a complaint in relation to a service received from CILT(UK) directly, the complaint can be escalated to the CILT(UK) Awarding Organisation.

Stage 2: Raise your complaint with CILT(UK) Awarding Organisation

For those dissatisfied following the exhaustion of the Learning Partner's complaints policy, or have a complaint in relation to a service received from the CILT(UK) Awarding Organisation, please write via email or post to:

ao@ciltuk.org.uk

Awarding Organisation Manager
CILT (UK) Awarding Organisation
Earlstrees Court
Earlstrees Road
Corby

Northamptonshire
NN17 4AX

Please note: If the complaint (or part of a complaint) raised relates to an assessment result or malpractice in the conduct of an assessment, it will be dealt with under either the CILT (UK) Enquiries About Result (EAR), Appeals or Malpractice and Administration policy, as appropriate.

To assist CILT(UK) Awarding Organisation in investigating a complaint as thoroughly as possible, please provide as much information as possible including:

- Name, address and Email address
- If you would prefer to be contacted by telephone, please also provide us with your telephone number, along with the convenient day / time for us to contact you.
- CILT(UK) Learner registration Number
- Details of the Learning Partner involved (Name, address, contact details for complaint)
- The nature of the complaint
- Copies of correspondence between the Learner(s) and Learning Partner and / or CILT(UK) relating to the complaint (please do not send original documents)
- Details of any action already taken to deal with the complaint
- Any other information relevant to the complaint
- The remedy or resolution being sought by the complainant

5. Confidentiality

All complaints are dealt with confidentially, however there are occasions where due to the circumstances in order to progress the investigation information may need to be shared with the learning partner, or the relevant learner(s) or third parties. If this is the case the complainant will be informed at the earliest opportunity prior to disclosure.

6. Timescales

CILT(UK) Awarding Organisation will acknowledge receipt of the complaint via email within **5 working days of receipt**, and aims to investigate and respond within **25 working days of the *acknowledgment date***.

CILT(UK) Awarding Organisation aims to resolve all complaints as quickly as possible, however the duration of the investigation will depend on the nature and complexity of the complaint received, so this deadline may need to be extended in order to investigate the matter fully. CILT(UK) Awarding Organisation will keep the complainant informed regarding any delay in providing a resolution.

7. Outcomes

CILT (UK) Awarding Organisation will investigate all the concerns raised within the complaint and provide a response to each point raised. This will be detailed in a written response via email within the timescales outlined above.

8. Complaint Escalation

Stage 3: Complaint escalation for CILT(UK) Awarding Organisation Senior Leadership Review

- If a complainant remains dissatisfied, the complaint can be escalated for review by a member of the CILT(UK) Senior Leadership Team.
- A complaint escalation request must be made within **10 working days** of receipt of the formal complaint response from CILT(UK) Awarding Organisation
- The escalation request should state the areas that the complainant believes have not been dealt with and/or investigated sufficiently, and their reasons for believing that this is case, enclosing any additional evidence relevant to the complaint.

Please write via email or post to:

ao@ciltuk.org.uk

Complaint Escalation
CILT (UK) Awarding Organisation
Earlstrees Court
Earlstrees Road
Corby
Northamptonshire
NN17 4AX

CILT(UK) will review the additional information provided and will respond a formal written response by email within **10 working days** of receipt of the escalated complaint.

CILT(UK) Awarding Organisation aims to resolve all complaints as quickly as possible, however the duration of the investigation will depend on the nature and complexity of the complaint received, so this deadline may need to be extended in order to investigate the matter fully. CILT(UK) Awarding Organisation will keep the complainant informed regarding any delay in providing a resolution.

9. Unresolved Complaints

Stage 4: Regulatory review

If following the exhaustion of the CILT(UK) Awarding Organisation complaints procedure, the complainant remain dissatisfied, they may seek regulatory advice where:

- the relevant CILT(UK) Awarding Organisation qualification is regulated by one of the UK qualification regulators
- *and* the assessment took place within the relevant regulator's jurisdiction.

Please note: In order for a regulator to investigate, the complainant must provide evidence that they have first exhausted CILT(UK) Awarding Organisation's Complaints Policy (see Stages 1-3 above).

Further details on submitting complaints can be found on the following qualification regulator websites, including the eligibility criteria that must be met in order for the Regulator to investigate further:

For Ofqual-regulated qualifications assessed in England, Scotland and outside the UK:

The Office of Qualifications and Examinations Regulation (Ofqual)

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

For Qualification Wales-regulated qualifications assessed in Wales:

Qualifications Wales (Cymwysterau Cymru)

<https://www.qualificationswales.org/english/our-work/regulating-awarding-bodies/complaints-about-awarding-bodies/>

For CCEA-regulated qualifications assessed in Northern Ireland:

Council for Curriculum, Examinations and Assessment (CCEA) Regulation

<https://ccea.org.uk/regulation/information-awarding-organisations/make-appeal-regulator>

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