

CIM

CX097 CIM Complaints Policy



POLICY TITLE	CIM Complaints Policy		
POLICY VERSION	V4	POLICY REFERENCE	CX097
REVIEWED DATE	January 2024	NEXT REVIEW DUE	January 2025
POLICY OWNER	Head of Customer Experience & Operations - CEO (Temporary owner)	RISK REGISTER	<input type="checkbox"/> Yes <input type="checkbox"/> No
		STAFF INDUCTION	<input type="checkbox"/> Yes <input type="checkbox"/> No

Version history			
Version	Revision date	Description of change	Approved by

Related Documents		
Document Title	Document owner	Location
Customer Service policy	Head of Customer Experience & Operations - CEO (temporary owner)	

Purpose

The Chartered Institute of Marketing (CIM) strives for the highest standards in service delivery. However, if we fall short of your expectations and you wish to make a formal complaint, this policy sets out the process.

The objectives of this policy are to confirm that:

- Individuals are provided with a fair and effective way to complain about the service provided
- Everyone knows how to provide feedback and how a complaint will be handled
- Complaints are dealt with consistently, fairly, and sensitively within clear time frames
- Complaints are acted upon and, where appropriate, used to improve CIM services

Scope

CIM welcomes all feedback from members, delegates, and other service users, on any aspect of CIM services. Such feedback is invaluable in helping us to evaluate and improve. (Customers of CIM Business Centre can provide feedback via – feedbackmh@cim.co.uk)

CIM will ensure that it:

- Liaises with you, unless express permission is granted that CIM should liaise with a third party
- Handles all complaints in a confidential manner, wherever possible
- Investigates the complaint fully, objectively, and within the stated time frame

- Records, stores, and manages complaints accurately and in accordance with relevant legislation
- Notifies the individual making the complaint of the results of the investigation
- Informs the individual making the complaint (where appropriate) of any action that will be taken to ensure that there is no re-occurrence
- Will monitor the number of complaints received, the outcome of investigations and any actions taken as a result
- If a complaint uncovers a failure in an assessment process, the CIM Awarding Body will take all reasonable steps to identify what caused the issue, and correct or mitigate any adverse effect, and take steps to ensure that the failure does not reoccur.

Policy statement

Complaints procedure

Complaints can be sent by: Email: comments@cim.co.uk

Post: Quality and Complaints Manager, CIM, Moor Hall, Cookham, Berkshire, SL6 9QH, UK

Telephone: +44 (0)1628 427120

Complaints concerning Accredited Study Centres (ASC)

Members who have a complaint about ASC's should follow the ASC's complaints procedure to seek a resolution. If the issue remains unresolved, then escalation to CIM is appropriate via this policy.

Our Awarding Body is regulated by the following:

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

Council for the Curriculum, Examinations & Assessment (CCEA): - <https://ccea.org.uk/contact/complaints>

Qualifications Wales: -

<https://qualifications.wales/about/complaints/#:~:text=We%20aim%20to%20learn%20from,the%20relevant%20member%20of%20staff.>

Each complaint will be acknowledged within five working days of receipt, and when further investigation is required, responded to within 20 working days.

Dependent on the area of the business that your complaint relates to it will be handled by the relevant department manager.

CIM reserves the right not to enter into further correspondence once this process has been followed and our findings have been communicated.

Monitoring complaints

Complaints provide important feedback which, along with data provided by user feedback, surveys and focus groups, allows CIM to improve the services it provides.