

Complaints Procedure



COMPLAINTS PROCEDURE

You should also be aware that you have the right to complain to Innersummit if you wish to challenge an appropriate aspect of the Innersummit Centre's operation.

You can complain about:

- Your access to assessment
- The process of your assessment
- Your access to Internal Verification
- How any appeal you have made has been handled
- Failure of Innersummit Centre to register you for a qualification or apply for a certificate.

Anyone wishing to complain should do so in writing to Kate Shaid at Innersummit within 20 working days of the issue arising. A decision will be made and notified to the person making the complaint within 20 working days.

If you are not happy with this decision you may complain in writing within 20 working days to the Complaints Panel at Innersummit .

The Complaints Panel will act objectively and independently and will ensure it has full accounts from all parties involved. A decision will be made and sent to you in writing within 20 working days of the meeting.

<p style="text-align: center;">CHARTERED MANAGEMENT INSTITUTE APPEAL PROCEDURE FOR CANDIDATES</p>

A candidate must in the first instance follow Innersummit's Appeal procedures. **Only when this route has been exhausted can a candidate appeal to the Chartered Institute of Management:**

- A candidate may appeal to the Institute regarding decisions of an Approved Centre on the following grounds:
 - a) discrimination of any sort
 - b) dissatisfaction over assessment decisions
 - c) dissatisfaction over quality of tuition

- In all cases, appeals must be submitted, in writing, to the **Accreditation Quality Manager**, who will provide a copy to the Centre's **External Verifier**
- A written acknowledgement of the appeal, stating when the appeal will be heard, will be issued within two working days.
- The Centre's **External Verifier** will investigate the appeal and report her/his findings, in writing, to the **Accreditation Quality Manager within 21 working days**
- The appeal decision will be given to the candidate, in writing, **within 28 working days** of receipt of the written appeal
- The **Head of the Accreditation Operations** and **Regional Accreditation Co-ordinator**, and where appropriate the **Appeals Committee**, act as the ultimate arbiters in the case of dispute between candidate and Centre.

Note:

Please note that in certain cases, at the Institute's discretion, the timescale for the appeal decision may have to be extended.

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