



ICM

Appeals and Complaints Policy

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Statement of Intent

ICM is committed to openness and accountability. In line with this commitment we expect employees, learners, Examiners or those contracted to provide services to ICM who have serious concerns about any aspect of our work to come forward and voice those concerns with the knowledge that, if made in good faith, their action will be viewed positively.

A handwritten signature in black ink that reads "Adair Ford". The signature is written in a cursive style with a large initial 'A'.

Adair Ford
Chairman & CEO

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1. Policy Statement

This document sets out the ICM appeals and complaints process as a result of due diligence and commitment to providing an efficient and high standard of service to all its stakeholders, including candidates, prospective candidates, and Approved Centres. ICM is committed to promoting fairness and equality of treatment in all its dealings with all its stakeholders and whilst every effort is made to ensure consistency there may be occasions when an Approved Centre or a candidate wishes to question or query the outcome of an assessment.

The policy and procedure aims to ensure that ICM manages complaints and appeals and meets key objectives:

- To ensure consistent assessments based on valid judgements
- To provide a means of reviewing and, where appropriate, revising decisions made by ICM
- To be fair and just to all parties
- To be accessible and easy to use
- To have realistic time frames for managing each stage
- To keep the appellants informed of the progress of the review or appeal
- To be consistent with other awarding bodies offering the same or similar qualifications

2. Registering a Complaint

To register your complaint you can contact us by email at info@icm.education or by emailing your Examinations Officer. ICM staff will take details of your complaint and either resolve this for you themselves, or transfer you to an appropriate member of staff. We will ensure that our staff are fully informed about our complaints procedure and are able to handle your complaint. We will always try to resolve problems informally, if possible. At the time that you contact us ICM staff will:

- Identify themselves to you
- Listen and take details of your complaint
- Offer an explanation, if they are able to do so
- Offer a solution, if possible
- Inform you of the further options available if you are unhappy with the resolution

If you are still dissatisfied, you should refer to the procedures set out in the Appeals and Complaints section of this document.

3. Candidate Complaints and Appeals Regarding the Delivery of ICM's Qualifications

Complaints regarding all aspects of the delivery or assessment of an ICM qualification should be directed to the Approved Centre in the first instance. ICM expects all Approved Centres to provide their own Appeals Policy and Procedures with regard to internal procedures. Appeals regarding an Approved Centre's own internal procedures should, therefore, be resolved, where possible, directly with the Approved Centre.

ICM will only consider such an appeal in relation to individual candidates where:

- the Approved Centre's activity conflicts with ICM's policy, and/or
- the Approved Centre's internal appeals procedures have been exhausted

In such cases, the Approved Centre is required to submit the appeal on behalf of the candidate to ICM along with their Approved Centre ID number and the candidate's name and registration number. When reviewing individual candidate appeals, ICM will consider whether the appeals procedures followed by the Approved Centre were consistent with its own Appeals Policy.

If a candidate is dissatisfied with the Approved Centre's response to their appeal or feels unable to approach them, then they may contact the designated Examinations Officer directly via email:

info@icm.education.

ICM will acknowledge receipt of the appeal within 5 working days and provide a full response within 15 working days. If the complaint cannot be resolved within the 15 working day timescale, ICM will notify the complainant and the Approved Centre at the earliest opportunity.

4. Approved Centre Enquiries Regarding Assessment Decisions

Approved Centres should direct all enquiries to their designated Examinations Officer with the following information:

- Approved Centre ID
- Candidate name
- Candidate registration number
- Details of the enquiry

Standard enquiries relating to the release of results will be addressed within 5 working days. In the event of an appeal, ICM will acknowledge receipt of the appeal and advise of the timescale for a decision within 10 working days.

5. Candidate Enquiries and Appeals Regarding Assessment Decisions made by ICM

Candidates should contact their Approved Centre in the first instance when querying results. If the query or appeal cannot be resolved in accordance with the Approved Centre's appeals procedure, the query or appeal should be referred to the Approved Centre's designated Examinations Officer. In the case of an appeal against an assessment decision made by ICM, the relevant Examiner will be consulted for further advice and, if appropriate, re-assessment of the disputed work.

Where re-marking results in a change of the original grade, ICM will:

- Amend the results accordingly
- Issue a new certificate upon receipt of the original certificate

ICM will acknowledge receipt of the appeal and advise the candidate within 5 working days. However, please note, ICM is not obliged to provide candidates with copies of exam scripts.

6. Further Appeals

For appeals made against a decision reached by ICM, the procedure will focus on whether ICM:

- used procedures that were consistent with the Rules and Regulations governing the programme of study
- applied the procedures properly and fairly in arriving at its decision

For appeals made against an Approved Centre's decision, ICM will only consider an appeal if the following conditions have been met:

- The Approved Centre's own appeal procedures have been exhausted and
- The appellant's complaint relates to quality assurance issues

The individual circumstances of appeals may vary; however, ICM will seek to resolve the complaint within as short a time as possible but in the event the resolution of the appeal requires external expertise the scenario may be referred to an Appeals Panel.

7. The Appeals Panel

This is the final opportunity for ICM to solve any issues for its stakeholders including candidates, prospective candidates, and Approved Centres and to ensure that it has taken all reasonable steps to resolve a complaint.

When the remedies offered by the Approved Centre's own appeals procedure and those of the Examiners have been exhausted, and the appellant remains dissatisfied, the matter shall be referred to ICM's Chief Executive and one member who is not a member of the Awarding Body's Board or Committees, or an employee of the Awarding Body. The Appeals Panel will consider all the evidence and reach a decision, which will be final. ICM will communicate the outcome of the hearing to the Principal of the Approved Centre within 10 working days of the hearing. A report of the hearing will be sent to the appellant within 25 working days of the hearing. The decision of the Appeals Panel is final.

8. Outcomes of Appeals Procedures

The outcome of an appeal or enquiry regarding examination results may conclude with positive, negative or no changes to results. Following an enquiry or appeal, agreed changes will be put in place as required, the Approved Centre(s) or candidate(s) notified in writing and the relevant records amended accordingly. In cases where the outcome of an appeal against an internal or external assessment decision or process affects the accuracy of results for other candidates in the same cohort, ICM's Awards Committee decide whether or not the outcome warrants re-marking or reassessment of all external assessments affected.

9. Enquiries and Appeals against Decisions affecting Programme Providers

Occasionally an Approved Centre may wish to appeal against other decisions affecting them, e.g. the decision to withdraw Approved Centre status. In this event, ICM will accept an appeal, in writing, from the Principal of the Centre and will respond according to the timeframe set out for the Appeals Panel. Full details of Approved Centres' approval procedures, enquiries and appeals can be found in the Approved Centre Information Pack.

10. Examiner's Report Fees

Fees for an Examiner's Report are contained in the Charging Policy which is subject to review on an annual basis. Up to date information on this can be obtained on the ICM website www.icm.education. The current fee for an Examiner's Report is £35.00 Pounds Sterling, per subject. All results are subject to a triple check system in our offices, however, should your grade improve, you will receive a full refund. In the event that your grade remains the same you will be provided with a written report outlining your shortcomings in each particular paper.

11. Quality Assurance Procedures

Decisions concerning all enquiries and appeals are ultimately overseen by ICM's Awards Committee who report to the Chief Executive Officer. All decisions taken through this process will be based solely on tangible evidence and will remain transparent and auditable by all members involved. The operation of ICM's Appeals and Complaints Procedure and all other policies and procedures is monitored and evaluated by the Board of Trustees. ICM reports annually and as required on this, and all other policies, to the Qualifications Review Panel. ICM aims to ensure that its Appeals and Complaints Procedures are consistent with its policies concerning Equality of Opportunity and Customer Service and are deemed to be fair to all concerned. All ICM policies are monitored and reviewed by the Qualifications Review Panel acting as the standards setting body for ICM's qualifications and by the Board of Trustees.

Appendix

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