

Complaints Policy

We aim to give everyone an excellent experience when dealing with us so we welcome all comments, suggestions and feedback about the service you have experienced when working with us.

Many matters can be resolved informally so do contact the Centre Manager as we may be able to iron out the problem straight away.

If you feel the problem needs to be put on a more official footing, please follow the process below.

A complaint is an expression of dissatisfaction from you about our products, services or the complaints-handling process itself where it's clear that you expect us to identify the cause of the problem and to take some kind of remedial action. We aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- we learn from complaints and feedback and we use them to improve our service

It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- incorrect invoicing
- certificate spelling errors
- lack of response to queries
- unable to unsubscribe to emails
- Website issues
- delay with receipt of certificates
- non-compliance with stated ILM process e.g. not adhering to published timescales or processes

Investigation and Outcome

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. Our aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. We'll acknowledge your complaint within 2 working days and let you know who will be dealing with it. We will appoint an appropriate person to investigate the matter on your behalf. We aim to resolve complaints within 8 working days but if it's going to take longer than that we'll keep you fully informed. Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

The three stages to our complaints process are:

Stage one

If you have a complaint in relation to the service you have received from us please raise your concern by contacting the Centre Manager explaining the problem as clearly and fully as possible, including any action taken so far. Your complaint will be reviewed and a decision will be given to you in writing within eight working days of your complaint. However, if there is an allegation of malpractice or maladministration please refer to the Malpractice & Maladministration Policy.

Stage two

If you are not satisfied with the outcome of the Stage One complaint, please raise your concern by contacting our Managing Director explaining the problem as clearly and fully as possible, including any action taken so far, and why you are not satisfied with the outcome. Your complaint will be passed to an independent Assessor external to us who will review the details and give you their decision in writing within three weeks. However, if there is an allegation of malpractice or maladministration please refer to the Malpractice & Maladministration Policy.

Stage three

If you are not satisfied with the response you receive to your complaint, you can take the matter further by contacting the ILM directly setting out why you are dissatisfied. The ILM will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter on your behalf and their initial response. Consultation with all parties will take place to provide you with ILM's response and any further actions that may need to be taken.