



The needs of our learners are the top priority of the IOM3 Training Academy we are committed to providing quality services in the most effective and efficient way possible. However, we realise that, even in the best run organisations, there may be times when things go wrong, and you may not be happy with the service you receive.

If this happens or you feel that our services are not up to scratch, then let us know and we will do all we can to investigate and solve your problem as quickly as possible.

To help you make your comment or complaint in the most effective way and to the right person we have set up a procedure which is detailed in this document.

When you make a complaint, you will receive:

- An acknowledgment within 5 working days
- A full response within 10 working days

If the complainant takes the complaint to the second stage, the process will take much longer.

Who can complain?

The complainant should usually be the person who has been directly concerned with or affected by the conduct of the Training Academy.

Likely nature of complaints

- Customer service (including administrative procedures)
- Quality assurance procedures
- Procedures for inclusion, diversity and equal opportunities
- Registration procedures for candidates.
- Certification procedures.
- The administrative/outcome complaints procedure.

Please note that IOM3 Training Academy refers to their associated awarding bodies (where relevant) for policies and procedures for dealing with:

- Malpractice & Maladministration
- Academic and Assessment
- Access to Assessment

It is important that complaints are made as soon as possible after the event happens - usually IOM3 Training Academy will only investigate complaints that are either:

- Made within 3 months of the event.
- Made within 3 months of you realising that you have something to complain about as long as that is not more than 12 months after the event itself.

In exceptional circumstances, these time limits may be waived if there is valid documented evidence for not complaining earlier.

Procedure

We believe that most complaints can be resolved quickly and easily. In many cases, it should be possible to sort out the problem straight away. Please put your complaint in writing and email it to diane.aston@iom3.org.

If your complaint cannot be resolved at this stage it will be escalated to the Director of Operations.