



Chartered
Institute
of Credit
Management

CICM Awarding Body Complaints Policy and Procedure

The CICM Awarding Body is an Awarding Organisation and End-Point Assessment Organisation (EPAO) regulated by Ofqual, Qualification Wales, CCEA Regulations (Northern Ireland) and the Institute for Apprenticeships, Training and Education (IfATE) to develop and deliver assessments regulated qualifications and End-Point Assessments (EPA) for the Chartered Institute of Credit Management (CICM).

Our commitment

The CICM Awarding Body is committed to offering a high standard of service to all customers, including training providers, individual learners, apprentices and employers. We aim to have:

- Clear commitment to fair assessments and EPA
- Excellent assessors, resources and partnership arrangements
- Effective delivery of assessments and EPA

The CICM Awarding Body will ensure complaints are handled in confidence, dealt with fairly and in a timely manner.

Complaints procedure

If you have a complaint regarding a CICM assessment or delivery, please contact the Awarding Body Officer on awardingbody@cicm.com. Please provide full details of the issue along with any supporting correspondence.

We will acknowledge receipt of your email within 7 working days of receipt. If you do not receive an acknowledgement within this period, please assume that the email has not been received and contact the CICM immediately on 01780 727272.

We aim to resolve any issues within 30 calendar days.

All complaints are reported to the CICM Assessment Board who oversee the policies and procedures of the CICM Awarding Body to ensure regulatory compliance.

Please note that if your complaint is in relation to training or learning providers, tutors, virtual classes, learning support service or study material, this cannot be dealt with as an Awarding Body complaint, instead please contact your training/learning provider directly.

If your complaint with the training/learning provider has not been resolved to your satisfaction and you believe that another learner, your tuition provider or employer is compromising your learning or assessment prospects, please contact awardingbody@cicm.com to outline the reasons for your concerns.

CICM will treat your concerns sensitively and in confidence and will consider how best to protect you during and after any investigation activity. More details on the CICM whistleblowing policy can be accessed from: [CICM Frequently Asked Questions](#)

Responsibilities for CICM Awarding Body complaints

Dr Debbie Tuckwood	Senior Manager with overall and final responsibility	awardingbody@cicm.com +44 (0)1780 722900
Tracey Turville Awarding Body Officer and Responsible Officer	Responsibility for ensuring these policies are put into practice and reviews the effectiveness of this policy in the annual Awarding Body Self-Assessment Report	awardingbody@cicm.com +44 (0)1780 722900
Natasha Lyon Awarding Body Co-ordinator	Day-to-day responsibility for administration of Awarding Body complaints including advice	awardingbody@cicm.com +44 (0)1780 722900

Date of last review: 11.12.2024 (Debbie Tuckwood, Chief Adviser (Professional Development) and Tracey Turville, Awarding Body Officer).