

Complaints At ICMP:

In order to simplify complaints and appeals for ICMP students, ICMP has instigated a single interface which any student from any programme can approach as a first point of contact when seeking to raise a complaint, or submit an appeal. This is the **complaints@icmp.ac.uk** mailbox.

Given that ICMP works with several Awarding Bodies, we have in place six procedures to handle complaints and appeals. These are:

- ⑩ The Local Complaints Procedure (All Programmes).
- ⑩ UEL's Academic Complaints Procedure (UEL Validated Programmes).
- ⑩ UEL's Appeals Procedure (UEL Validated Programmes).
- ⑩ USW's Academic Complaints Procedure (USW Validated Programmes).
- ⑩ USW's Appeals Procedure (USW Validated Programmes).
- ⑩ Academic Appeals for Pearson Programmes (Pearson Accredited Programmes).

For avoidance of doubt, each procedure relating to each Programme can be found within the Programme Handbooks.

The complaints mailbox is monitored by a staff team who on receipt of a complaint, supports the complainant by clarifying the subject of the complaint, the desired outcome and aligning the complaint to the correct procedure.