

### **Student Complaints At ICMP**

At ICMP we work hard to provide a high-quality service to you at all times and in all areas and activities. However, we recognise that on occasion a student may be dissatisfied with a standard of service.

If you are not satisfied with something, then please follow our official complaints and appeal procedures. If you are considering making an appeal or complaint you are strongly advised to contact [complaints@icmp.ac.uk](mailto:complaints@icmp.ac.uk) in the first instance. The complaints mailbox acts as a first point of contact when seeking to raise a complaint or submit an appeal.

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.

For the avoidance of doubt, each procedure relating to each programme is available on MyICMP and within the Programme Handbook.

### **Public Complaints**

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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.

### **The Office of the Independent Adjudicator**

The management of student complaints at ICMP is guided by the Office for Independent Adjudicator for Higher Education's (OIA) Good Practice Framework.

The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. ICMP is a member of this scheme. If you are unhappy with the outcome you may be able to ask the OIA to review your complaint or appeal. You can find more information about making a complaint to the OIA, what it can and can't look at and what it can do to put things right here: <https://www.oiahe.org.uk/students>.