



## Complaints Policy

# Complaints

## 1. Introduction

This policy outlines the procedure for lodging and handling complaints related to the accreditation services provided by ICAPHE. We are committed to transparency, accountability and continuous improvement, ensuring that complaints are addressed fairly, efficiently and in accordance with best practices.

## 2. Scope

This policy applies to complaints raised by:

- Accredited institutions or those seeking accreditation.
- Students, faculty or staff from accredited applicant.
- Employers or other stakeholders directly connected to the accredited applicant.

## 3. Lodging a Complaint

### 3.1 Submission Requirements

A formal complaint must be submitted in writing and include:

- Complainant's full name, organisation (if applicable), and contact details.
- A clear description of the issue, including relevant dates and interactions.
- Any supporting evidence (emails, reports, policy references, etc.).
- The outcome or resolution sought.

Complaints must be submitted via email to

[complaints@icaphe.org](mailto:complaints@icaphe.org)

### 3.2 Confidentiality & Anonymity

Complaints will be handled confidentially, and identities will only be disclosed on a need-to-know basis. Anonymous complaints will not be considered.

## 4. Complaint Handling Process

### 4.1 Acknowledgement & Initial Review

- An acknowledgment of receipt will be sent.
- The complaint will be reviewed for validity and completeness. If additional information is required, the complainant will be contacted.
- Complaints outside the Council's remit will be redirected appropriately.

### 4.2 Investigation & Resolution

- The Board of Trustees will decide on the best methodology to handle the complaint.
- A **formal response will be issued**, outlining findings and any remedial actions.

### 4.3 Possible Outcomes

- **Complaint Upheld:** Corrective action taken (e.g., process changes).
- **Complaint Partially Upheld:** Some issues addressed, but no full resolution.
- **Complaint Not Upheld:** Justification provided, with explanation of the decision-making process.

## 5. Continuous Improvement

All complaints are logged, reviewed, and used for quality improvement purposes. An annual report on complaints and resolutions will be reviewed by ICAPHE to enhance the accreditation processes.

## 6. Contact Information

For enquiries related to this complaints procedure, please contact: [office@icaphe.org](mailto:office@icaphe.org)

This policy is subject to periodic review.