

# **Complaints Policy**

## **Statement**

Any complaint will be regarded as most serious and will be thoroughly investigated by CEO. Any complaint must be made in writing for the attention of **Mohasin Tahasildar**.

**Should the complaint require further measures which surpass Mohasin Tahasildar's involvement, such complaint will be forwarded to ICPA Governing Council.**

In the event of a complaint being made against any member of staff a written account is taken and filed in the file of complaints. A file of complaints is kept on site at the Institute at all times. Every complaint will be recorded in detail and kept in the event of failure to resolve or in the event of further investigation.

In the event of allegations of abuse or neglect by any staff member, the staff implicated shall be suspended whilst the complaint is investigated. Any complaints of this nature shall be reported to Social Services at the first instance and advice sought by them thereof. Respective Regulators/ Awarding bodies/Professional Institutes will also be informed of any allegation of neglect/abuse made against any member of staff.

All Learners are advised to contact Respective Regulators/ Awarding bodies/Professional Institutes in the event of any serious cause for concern the number and details of which are in the Institute which every Learner receives prior to enrolment.

## **Complaint Handling & Process**

- a) All Complaint handling will be given a timescale, and this is set out in our complaints process. Once a complaint is received it is dealt with immediately. However, our complaints process outlines the timescales that we adhere to.
- b) Initially, all complaints will be dealt with informally. However, if there is no satisfactory conclusion, a formal process will take place whereby ICPA (Institute) will want in writing details of the complaint from the Learner.
- c) Learners will be allowed to attend and accompanied by a suitable and responsible person to a panel hearing if they wish. Notice of at least 48 hours must be given to the Learner & suitable/responsible person is going to be (If any).
- d) ICPA (Institute) will endeavor to respond back within 7 days. However, if there is still no satisfactory conclusion to the complaint an independent panel will be commissioned by the CEO to investigate the matter. The independent panel will be made up 3 people from ICPA Governing Council. The appointment of the panel will be commissioned by the CEO. At least 1 member of the panel will be independent of the management and running of the Institute. The responsibility of the panel will be to establish findings and make recommendations.
- e) All written records will be kept of all complaints and their outcomes in all circumstances. All records and statements will be kept in confidence and available to be shown to Respective Regulators/ Awarding Bodies/ Professional Institutes as and when required. The Complainant, CEO and where relevant the person complained about are given a copy of the findings and recommendations. The procedure provides for written records to be kept confidential indicating whether they were resolved at the primary stage or whether they proceeded to a panel hearing.

### **COMPLAINTS PROCESS SUMMARY**

- **Learner shall file detailed complaint in writing or send it by Email or by form given on the website**
- **ICPA CEO shall respond back in 7 days to resolve the issue**
- **If not resolved.. learner can write to CEO to setup panel hearing by ICPA Governing Council**
- **Panel shall hear the matter and give its recommendations**
- **If not satisfied learner can escalate the matter to respective regulator/ awarding bodies/ professional institutes with records of complaints filed earlier**

**ICPA Contact for filling complaint –**

**Mohasin Tahasidlar ( Telephone- +91 9545331199)**

**Email- [complaint@icpaindia.org](mailto:complaint@icpaindia.org) OR for panel hearing to [ceo@icpaindia.org](mailto:ceo@icpaindia.org)**

**Address: The Institute of Certified Public Accountants,**

Mascots, Times Square Building, W.E. Highway, Andheri East ,Mumbai-400069- MH- India

**For our Ofqual regulated Qualifications- ATHE Ltd,**

Clarence House, 6 Clarence Road, Norwich NR11HH, United Kingdom

Alex Birks, Chief Executive – E-mail: [alex.birks@athe.co.uk](mailto:alex.birks@athe.co.uk)- Telephone +44 (0)1603 760 030

**For Our ACCA Qualification-**

ACCA Connect, 110 Queen Street, Glasgow G1 3BX, United Kingdom

T: +44 (0)141 582 2000 E: [info@accaglobal.com](mailto:info@accaglobal.com)

**Use below link to file complaint to ACCA –**

<https://www.accaglobal.com/gb/en/footertoolbar/contact-us/connect/unhappy.html>

**For Our CIMA Qualification-**

The Chartered Institute of Management Accountants®

The Helicon, One South Place ,London ,EC2M 2RB, United Kingdom

Email: [cima.contact@cimaglobal.com](mailto:cima.contact@cimaglobal.com) Telephone-+44 (0)20 8849 2251

**For ADIT Qualification-** Chartered Institute of Taxation,

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