



Learner Complaints Policy



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Learner Complaints Policy

Archangelica delivers learning under the Chartered Management Institute (CMI) Approved Centre status held by FD2i.

Policy statement

Archangelica recognises the importance of learner complaints and welcomes them as a valuable source of feedback about our learning provision. We are committed to addressing concerns fairly, promptly and transparently, and to using feedback to drive continuous improvement across our programmes.

This policy sets out how learners can raise a complaint and what they can expect from Archangelica when doing so.

Scope

This policy applies to all learners participating in learning delivered by Archangelica, including:

- Chartered Management Institute (CMI) qualifications
- CPD-accredited workshops and programmes
- Any other formal learning activity delivered by Archangelica

This is a **Learner Complaints Policy** and applies across all learning provision.

Definition of a complaint

A complaint is an expression of dissatisfaction about a service provided by Archangelica. This may include concerns relating to:

- Delay or lack of response
- Discourtesy or unprofessional conduct
- Failure to deliver what was agreed
- The standard or quality of learning delivery or learner support

Learners are encouraged to raise concerns as early as possible.

Anonymous complaints

We recognise that some learners may feel concerned about raising a complaint. All complaints are treated confidentially.

Anonymous complaints will be reviewed where possible; however, if no contact details are provided, Archangelica may be unable to provide feedback on the outcome of the investigation.

Complaints procedure

Stage 1 – Informal resolution

In the first instance, learners are encouraged to raise concerns directly with the **facilitator** involved, ideally within **48 hours** of the issue arising, to seek an informal resolution.

Where a resolution is reached, the complaint should be recorded and shared with the **Programme Manager** for internal record-keeping. No further action will be taken.

Stage 2 – Formal review

If a learner feels unable to raise the concern directly with the facilitator, or if the issue is not resolved at Stage 1, the complaint should be referred to the **Programme Manager** within **48 hours** of the incident.

The Programme Manager will:

- Acknowledge receipt of the complaint
- Investigate the matter
- Contact the learner to seek resolution

The complaint and actions taken will be documented and retained securely.

Where the Programme Manager role is held by the CEO, an Administrator will support the process by managing records and correspondence, and an appropriate independent associate will be consulted where necessary to ensure fairness and objectivity.

Stage 3 – Final internal escalation

If the complaint cannot be resolved at Stage 2, it will be escalated to the **CEO of Archangelica**, who holds overall responsibility for learning provision and governance.

The CEO will review the complaint, findings and actions taken, and will provide a final internal decision.

External escalation (CMI learners)

If a learner enrolled on a **CMI qualification** remains dissatisfied **after exhausting all internal Archangelica procedures**, they may refer the matter to the **Chartered Management Institute (CMI)** in line with CMI's complaints procedures.

Records and confidentiality

Archangelica will maintain a confidential record of all learner complaints and outcomes. Records will be made available for quality assurance and regulatory purposes where required.

Complaints will be discussed only with those directly involved in the resolution process.

Related procedures

Where a complaint relates specifically to an **assessment or verification decision**, the matter must be addressed in line with the **Archangelica Appeals Policy**, not through this complaints process.

Policy ownership and review**Policy owner:**

Fiona Daniel, CEO, Archangelica

Review cycle:

Annual, or earlier if required by regulatory or organisational change

Last review:

Jan 2026

Next review due:

Jan 2027