



Certificate in Local Council Administration (CiLCA)

Complaints and Appeals Policy

How to make a complaint or appeal.

The Certificate in Local Council Administration Portfolio Guide page 11 (2022 version) explains how to complain or appeal.

- You can make a complaint if a serious problem with the administration of CiLCA is identified.
- Trainers can make a complaint if they identify an example of unfair treatment.
- You can appeal against an assessment decision related to any element of the portfolio.

A complaint about a trainer should be made to the training service provider using their complaints procedure. This may be the Society of Local Council Clerks or a County Association. A complaint of this nature is not covered by this policy.

Before making a formal complaint, you are advised to try to sort out any initial problem informally at the earliest opportunity by referring to the portfolio guide or contacting your CiLCA trainer in the first instance. If they can't help and you wish to make a formal appeal or complaint, then you will need to email the CiLCA Administrator.

All complaints and appeals must be put in writing with evidence to support the case and sent to cilca@slcc.co.uk. The CiLCA Administrator notifies the Head of Conferences, Training and Education (CTE) at the SLCC, the Chief Executive and Ascentis.

The Head of CTE deals personally with complaints about administration but sends appeals and complaints suggesting unfair treatment to the Internal QA Verifier who is responsible for the assessment process.

It is expected that a formal complaint is submitted within one month of the event that the complaint is about.

If I formally complain or make an appeal what details do I have to give?

When you contact the CiLCA Administrator by e-mail, please give your full name, candidate number and contact details (including a daytime telephone number) along with:

- A full description of your complaint or appeal (including the subject matter and dates and times if known)
- Any names of the people that you have dealt with so far.
- Copies of any papers or letters to do with the complaint or appeal.

The SLCC is prepared to investigate issues which are reported anonymously, but shall always try to confirm the grounds of an allegation by means of a separate investigation, before pursuing the matter further.

What happens to my formal complaint?

We normally acknowledge receipt of your formal complaint within 5 working days. The Head of CTE is responsible for complaints about administration. Appeals regarding unfair assessment are referred to the Internal QA Verifier responsible for the assessment process.

We aim to investigate the complaint or appeal within 10 working days. If your complaint or appeal is more complex, or involves people who are not available at the time, this may be extended to 15 working days.

Complaints and appeals are investigated by the officer concerned who may discuss the evidence with the candidate, trainer or other parties to seek further information or clarification (in some instances we may recommend a meeting). The officer then decides how to respond and writes a report justifying the decision and any action to be taken which is then sent to the candidate or trainer by the CiLCA Administrator.

If any part of your complaint or appeal is upheld, we will respond accordingly and give due consideration to how we can improve our service and arrangements.

If the response remains unsatisfactory to you, the complaint or appeal can be submitted to the IDB (England) or NTAG (Wales) who appoints two representatives to review the case. Their decision is final. The outcomes of all complaints and appeals are reported for monitoring to the IDB or NTAG, the Chief Executive of the SLCC and Ascentis. There is a fee for making an appeal to cover administrative costs but the fee is returned if the appeal is upheld (see the SLCC website).

Review of policy

This policy and its associated procedures is reviewed biannually and will be revised when necessary.

27.2.2021- Originated

4.4.2022 – Reviewed and adopted by CiLCA Ops group

April 2024 – next review date