**Complaints procedure**

Any complaints received will be handled through CDN’s complaints process: <https://www.cdn.ac.uk/about-us/management-governance/#policies>

Candidates should follow the CDN complaints process. Once this is exhausted, where relevant, candidates may appeal to CDN Qualification Awarding Bodies, if they are not satisfied by the outcome of the CDN process.

**CMI**

You can access the **CMI** complaints policy and procedures here:

<https://www.managers.org.uk/wp-content/uploads/2020/03/Complaints-Procedure.pdf>

**SQA**

You can access the **SQA** complaints policy and procedures here:

<https://www.sqa.org.uk/sqa/97401.html>

**SQA Accreditation**

For CMI programme candidates, who have exhausted all of the above avenues and remain dis-satisfied they can, if they have a complaint about an awarding body or their providers, contact SQA Accreditation. SQA Accreditation will carry out appropriate enquiries through their [Regulatory Complaints Handling procedure](https://accreditation.sqa.org.uk/accreditation/accreditationfiles/About_Us/Summary_Regulatory_Complaints_Handling_Procedure_Guide_ABs_FINAL.pdf).

SQA Accreditation will establish if the awarding body and/or their providers are delivering services in line with their policies and procedures and that they meet the requirements of the Regulatory Principles and associated policies.

**Scottish Public Service Ombudsman (SPSO)**

In Scotland, users of public bodies also have the right to complain to the Scottish Public Service Ombudsman (SPSO) as the final arbiter. Users have to exhaust the public body’s own complaints procedure before the SPSO will consider their complaint, and it must usually have been raised within the previous 12 months. The complaint cannot be under consideration in a court of law.

The SPSO will not consider complaints about academic decisions, such as the outcomes of an assessment. These types of complaints should be treated as an appeal using the CMI assessment review and appeal procedure as detailed in the SQA Accreditation’s Regulatory Principles (2021).

Although the SPSO’s rules apply only to public bodies (eg. colleges), in this context SQA, the regulator for Scotland is also a public body. Therefore Learners at CMI Centres that are not public bodies will be able to escalate their complaints to the SPSO.

SPSO 4 Melville Street Edinburgh EH3 7NS

SPSO Freepost EH641 Edinburgh EH3 0BR

Freephone: 0800 377 7330

Online contact: <https://www.spso.org.uk/contact-us>  Website: <https://www.spso.org.uk/>

Mobile site: <https://m.spso.org.uk/>