

STAND & DELIVER

Learning & Development

Complaints Procedure

Version 1.0 | June 2026

Applies to	All clients, delegates, employers and other parties dealing with Stand & Deliver
Covers	Complaints about training services, ILM programmes, assessment decisions (appeals), and staff conduct
Address	Unit 313, Daisyfield Business Centre, Appleby Road, Blackburn, BL1 3BL
Contact	Malin Patel info@standanddeliver.co.uk 01254 693999
Effective date	June 2026
Next review	June 2027
Governing law	England and Wales

Stand & Deliver Learning & Development is committed to providing high-quality training and development services. We take all complaints and concerns seriously and aim to resolve them promptly, fairly and transparently. This Complaints Procedure applies to all clients, delegates, sponsoring employers and any other individual or organisation who has engaged with our services.

This Procedure covers complaints about the quality of our training delivery, customer service, administrative processes, assessment decisions (via our separate Appeals Procedure in Section 6), conduct of staff or associates, and any other aspect of our service. It applies equally to our ILM accredited programmes and to non-accredited training.

This Procedure has been designed in accordance with ILM's centre requirements and reflects the standards set out in ILM's Centre Handbook and Quality Assurance Requirements.

1. Our Commitment to You

When handling a complaint, we commit to the following principles:

- We will treat every complaint seriously, regardless of how it is raised or who raises it.
- We will respond promptly and within the timescales set out in this Procedure.
- We will investigate complaints thoroughly, fairly and without bias.
- We will keep you informed of progress throughout the process.
- We will maintain confidentiality so far as is practicable and appropriate.
- We will use every complaint as an opportunity to learn and improve our services.
- We will not treat anyone who raises a complaint less favourably as a result of doing so.

We recognise that raising a complaint can feel daunting. We want to make the process as straightforward as possible and encourage anyone with a concern to get in touch with us at the earliest opportunity.

2. What This Procedure Covers

This Procedure can be used to raise a complaint about any of the following:

- the quality, content or delivery of a training programme;
- the conduct or behaviour of a trainer, assessor, IQA or member of Stand & Deliver staff;
- administrative or organisational failures, such as late communication, incorrect information, or errors in booking arrangements;
- the standard or timeliness of feedback on assessed work;
- access to support, materials or resources;
- failure to follow Stand & Deliver's published policies or procedures;
- concerns about equal opportunities, discrimination or unfair treatment; and
- any other matter relating to the service provided by Stand & Deliver.

Assessment decisions (for example, a referral on an assignment) are not dealt with under this Complaints Procedure. If you wish to challenge an assessment outcome, please refer to our Appeals Procedure in Section 6.

Concerns about malpractice or maladministration (including plagiarism or cheating) are dealt with under our Malpractice and Maladministration Policy, which is available on request.

3. How to Make a Complaint

3.1 Who to Contact

All complaints should be directed to the Centre Manager in the first instance:

Contact name	Malin Patel
Role	Centre Manager, Stand & Deliver Learning & Development
Address	Unit 313, Daisyfield Business Centre, Appleby Road, Blackburn, BL1 3BL
Telephone	01254 693999
Email	info@standanddeliver.co.uk
Website	www.standanddeliver.co.uk

3.2 How to Submit Your Complaint

You may raise a complaint in the following ways:

- By telephone: call 01254 693999 during normal business hours. We will ask you to follow up any verbal complaint in writing so that we have a clear record.
- By email: send your complaint to info@standanddeliver.co.uk. Please include 'Complaint' in the subject line.
- By post: write to the Centre Manager at Unit 313, Daisyfield Business Centre, Appleby Road, Blackburn, BL1 3BL.

When submitting your complaint, please include the following information to help us investigate effectively:

- your full name and contact details;
- if you are a delegate, the name of the programme you attended and the approximate date(s) involved;
- if you are a client organisation, the name of your organisation and the contract or booking reference if known;
- a clear description of your complaint, including what happened, when it happened, and who was involved;
- details of any steps you have already taken to resolve the matter informally; and
- what outcome you are seeking.

If you need any assistance in submitting your complaint, please contact us and we will do our best to help, including making reasonable adjustments for anyone with a disability or additional communication need.

4. The Complaints Process

Our complaints process operates in two formal stages, with an option for early informal resolution before Stage 1 is invoked. The process is summarised below.

Stage	Title	Who	Timescale	What Happens
Informal	Early Resolution	Any Stand & Deliver staff member or trainer	Immediate or within 3 working days	Many concerns can be resolved quickly and informally by speaking with the trainer or a member of the Stand & Deliver team. If you feel comfortable doing so, raising your concern directly at this stage is often the fastest route to resolution. There is no obligation to use this stage before proceeding to Stage 1.
Stage 1	Formal Complaint	Centre Manager (Malin Patel)	Acknowledge within 5 working days; respond within 20 working days	If informal resolution is not possible or appropriate, submit your complaint in writing to the Centre Manager. We will acknowledge receipt within 5 working days. A thorough investigation will be carried out and a written response provided within 20 working days. Where more time is required, we will inform you and provide an updated timescale.
Stage 2	Internal Review	Independent reviewer appointed by Stand & Deliver	Request within 10 working days of Stage 1 outcome; response within 20 working days	If you are not satisfied with the Stage 1 outcome, you may request a Stage 2 internal review. Your request must be made in writing within 10 working days of receiving the Stage 1 response, setting out your reasons for requesting a review. An independent reviewer (not involved in the Stage 1 investigation) will consider the matter and provide a written response within 20 working days.
External	Escalation to ILM	ILM (awarding organisation)	As per ILM's published procedures	Where a complaint relates to an ILM accredited programme and has not been resolved through Stages 1 and 2, you may refer the matter to ILM as the awarding organisation. Details of ILM's complaints and feedback process are set out in Section 5.

4.1 Timescales

We aim to resolve all complaints as quickly as possible. The timescales set out above are maximum targets. Where an investigation is particularly complex or requires input from third parties, we may need additional time; we will always inform you of this in writing and provide a revised expected completion date.

Working days for the purposes of this Procedure are Monday to Friday, excluding public holidays in England and Wales.

4.2 Confidentiality

We will handle all complaints with appropriate confidentiality. Information about your complaint will only be shared with those who need to know in order to investigate and respond. We will not disclose your identity to any third party, including the subject of your complaint, without your consent, except where required by law or by ILM's procedures.

Personal data collected in connection with a complaint will be processed in accordance with our Privacy Policy and retained for a period of three years from the date of resolution.

4.3 Vexatious or Unreasonable Complaints

We are committed to treating all complainants fairly. In rare circumstances, a complaint may be considered vexatious or unreasonably persistent, for example where it repeats a matter already thoroughly investigated, where it is clearly designed to cause disruption, or where it involves abusive or threatening behaviour towards staff. In such cases, Stand & Deliver reserves the right to restrict further contact on that matter and to notify the complainant accordingly in writing.

5. Escalation to ILM

Where a complaint concerns an ILM accredited programme and has not been resolved through our internal complaints process, you may refer the matter to ILM as the awarding organisation. ILM operates its own complaints and feedback process.

ILM customer service	customer@i-l-m.com
ILM regulation	ILMregulation@i-l-m.com (malpractice, maladministration, serious complaints)
ILM website	www.i-l-m.com
ILM address	ILM, City & Guilds Group, 1 Giltspur Street, London, EC1A 9DD

ILM may investigate matters that fall within its regulatory remit as an awarding organisation, including concerns about assessment standards, certification, and centre conduct. ILM will not normally consider a complaint unless our internal process has been exhausted first, except in cases where there are serious regulatory concerns.

Please note that if your concern is about the service provided by Stand & Deliver as a business (rather than an ILM accreditation matter), ILM may not be the appropriate body and we may signpost you to alternative forms of redress.

6. Appeals Procedure

The Appeals Procedure applies where a delegate wishes to challenge an assessment decision made by a trainer, assessor or IQA on an ILM accredited programme. This is separate from the general Complaints Procedure and follows a distinct process designed to be fair to all parties and to maintain the integrity of the qualification.

6.1 Grounds for Appeal

A delegate may appeal an assessment decision on one or more of the following grounds:

- the assessment was not carried out in accordance with the relevant ILM assessment criteria or unit requirements;
- the assessment process was not conducted fairly or consistently;
- there was a procedural irregularity in the assessment or feedback process;
- the delegate was not given reasonable opportunity to demonstrate competence due to circumstances beyond their control; or
- the feedback provided did not clearly explain what was required for the work to meet the standard.

Dissatisfaction with a decision that has been properly reached on the merits of the submitted work does not, in itself, constitute valid grounds for appeal.

6.2 The Appeals Process

Stage	Title	Who	Timescale	What Happens
Stage 1	Informal Clarification	Assessor or trainer	Within 5 working days of result notification	In the first instance, the delegate should contact their assessor or trainer to seek clarification of the assessment decision and the feedback given. In many cases, concerns can be resolved at this stage by a fuller explanation of what is required.
Stage 2	Formal Appeal	Centre Manager (Malin Patel)	Submit within 30 working days of result; response within 14 working days	If the matter is not resolved at Stage 1, the delegate must submit a formal written appeal to the Centre Manager within 30 working days of notification of the assessment result. The appeal must set out the grounds clearly. The Centre Manager will arrange for the work to be reviewed by a second assessor not previously involved. A written response will be provided within 14 working days.
Stage 3	ILM External Appeal	ILM Regulation and Compliance	As per ILM's published appeals process	If the delegate remains dissatisfied after Stage 2, they may appeal to ILM as the awarding organisation. Appeals to ILM must be submitted in accordance with ILM's published appeals process. Contact ILMregulation@i-l-m.com for further information.

6.3 Supporting Information

When submitting a formal appeal, the delegate should include:

- their full name, programme title and the unit or assignment being appealed;
- the date on which the assessment result was received;
- the specific grounds for the appeal; and
- any supporting evidence they wish the reviewer to consider.

All appeal records, including the original submission, feedback, appeal documentation and outcome, will be retained for a minimum of five years in accordance with ILM centre requirements.

6.4 Principles

Stand & Deliver is committed to ensuring that all assessment decisions are fair, consistent and based on valid judgements against the published ILM assessment criteria. The appeals process is designed to:

- provide a means of reviewing and, where appropriate, revising decisions made;
- be fair to all parties, including the delegate, the assessor and the centre;
- be readily accessible and straightforward to use;
- operate within realistic and clearly communicated timescales; and
- keep the delegate informed of the progress and outcome of their appeal.

7. Learning from Complaints

Stand & Deliver views every complaint as a valuable source of feedback. We record all formal complaints and their outcomes, and we review this information as part of our ongoing quality and continuous improvement processes.

Complaint trends and outcomes are reviewed by the Centre Manager at least annually as part of Stand & Deliver's Quality Review. Where a complaint reveals a systemic issue, a corrective action will be identified, recorded and monitored to completion.

Anonymised complaint summaries may be shared with ILM as part of our regular quality assurance reporting. We will not identify you personally in any quality review discussion or report without your consent.

8. Equal Opportunities and Accessibility

Stand & Deliver is committed to ensuring that this Complaints Procedure is accessible to everyone. If you need any assistance in using this Procedure, including support with written communication, translation, or adjustments for a disability, please contact us and we will do our best to accommodate your needs.

We are committed to treating all complainants equally and without discrimination, regardless of age, disability, gender reassignment, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex, or sexual orientation, in accordance with the Equality Act 2010.

9. Related Policies and Documents

This Complaints Procedure should be read alongside the following Stand & Deliver policies, all of which are available on our website and on request:

- Privacy Policy
- Terms and Conditions of Sale
- Malpractice and Maladministration Policy
- Access to Assessment Policy
- Artificial Intelligence Policy
- Learner Identification and Suitability Policy
- IQA Strategy
- Internal and External Communications Policy

Copies of relevant ILM policies, including the ILM Plagiarism, Collusion and Cheating Policy and the ILM Malpractice and Maladministration Policy, are available on request and are provided to delegates as part of their programme induction.

10. Policy Review

This Complaints Procedure will be reviewed at least annually and updated where required to reflect changes in our services, ILM requirements, or applicable law and guidance. The current version is always available on our website at www.standanddeliver.co.uk and on request.

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Authorised by	Malin Patel, Director, Stand & Deliver Learning & Development