

Complaints Policy and Procedure

Introduction

The Chartered Institute of Procurement & Supply (CIPS) is a recognised and regulated Awarding Body. The Awarding Body is committed to high levels of quality assurance and policies that are open, transparent and free from bias. CIPS works with the Awarding Body to support learners and study centres and complies with Awarding Body policies and procedures.

Overview

CIPS are committed to offering a high standard of service to all our customers.

A complaint can be deemed as an expression of dissatisfaction with a service or product, whether justified or not about any aspect of CIPS. All complaints will be acknowledged within 2 working days and will be recorded so that analysis can be facilitated.

We aim to resolve complaints as quickly as possible, but dependant on the complexity of the complaint, response times may vary.

No-one who was involved in the actions or behaviours complained against will be involved in determining the outcome of the complaint.

If you have a complaint which concerns an issue with a CIPS study centre, you should complain to the study centre in the first instance. If after contacting your study centre, you feel your complaint requires escalation, please follow the Complaints Procedure.

If you wish to make a complaint about a CIPS member, we would advise that you review the complaints and disciplinary procedure located within our [CIPS Code of Conduct](#).

Please note that if you are dissatisfied with decisions made about reasonable adjustments, special consideration, malpractice or assessment results, and you must follow the procedure in the relevant CIPS policy, available on the [CIPS website](#).

If you wish to raise a complaint relating to an Awarding Body issue that is not included in the above CIPS policies, please follow the Complaints Procedure.

Complaints Procedure

We would be grateful if you would provide us with your full name, address and membership number (if applicable), full details of the complaint and your preferred contact method from CIPS.

Email: complaints@cips.org

Tel: +44(0)345 880 1188 (option 1)

By Post: CIPS Member Services Team, WestPoint, Lynch Wood, Peterborough, PE2 6FZ United Kingdom

We will acknowledge your complaint using your preferred contact method, within 2 working days and keep you informed of its progress.

We aim to resolve complaints as quickly as possible, but dependant on the complexity of the complaint, response times may vary. We may undertake further investigations, including where necessary arranging for an independent review of the case.

CIPS Awarding Body

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