



INSTITUTE OF PROJECT PROFESSIONALS

Complaints and Appeals

One route in, who decides, and by when

This policy sets out how to raise a complaint about IPP, or challenge a decision IPP has made, and what happens next. It applies to members, candidates, applicants, employers and any other person affected by an IPP decision or by the way IPP has behaved. It is published so that a person can see, before they write, who will read it, what they will decide, and by when.

1. What this policy owns, and what it does not

IPP already publishes two specialist routes with their own standards, and this policy does not repeat them. It provides the single way in, the rules that apply to every route, and the standards for the routes that had none. Where a route has its own published standard, that standard governs and this document points at it.

Matter	Governed by	This policy provides
Professional conduct of a member	IPP-GOV-001 Code of Conduct	Intake, case record, independence
Assessment result	IPP-ASM-001 Section 3.6	Intake, case record, independence
Personal data and privacy	IPP-DAT-001, and the rights it sets out	Intake, and signposting that does not limit statutory rights
Service, eligibility, direct entry, Fellow review, credential and record correction	This policy	The whole standard

Where this policy and a specialist standard appear to disagree on a timescale, ground or authority, the specialist standard wins and this document is corrected at its next issue. Nothing here shortens or lengthens a timescale published elsewhere.

2. One way in

Every complaint and every challenge is sent to **governance@ipp.pro**, whatever it is about. A person raising something should not have to work out which of IPP's processes their problem belongs to before they can raise it; that is IPP's job, and it is done at triage.

- The route is owned by the IPP Governance Board. Until the board is constituted, its functions under this policy are discharged by the founder, and the record says so.
- Every matter is given a case number when it is received, whatever route it is then triaged to, so that a person can be told where their matter is and IPP can show what it did and when.
- A matter raised somewhere else in IPP, to any address or any person, is not refused for having come to the wrong place. It is passed to the intake and acknowledged from there.

3. Who may raise what

Matter	Who may raise it
Service complaint	The person directly affected
Assessment appeal	The candidate who received the result
Membership, direct entry, recognition or Fellow review decision	The applicant the decision concerns
Conduct concern about a member	Any person
Privacy complaint	The data subject, or a representative they authorise
Credential, directory or Passport correction	The person whose record it is, or a verifier reporting an error in it

- An anonymous conduct concern will be considered, and the person raising it should know that anonymity may limit what can be investigated and what can be put to the member.
- A matter raised late may still be accepted, and the reasons for accepting or refusing it are recorded and given.
- A matter that is out of scope, premature, already decided, or repeated without new evidence may be closed, with the reasons given in writing. Being unwelcome is not a reason to close a matter.

4. Timescales

The first two rows are published elsewhere and are reproduced here for the reader's convenience only; IPP-GOV-001 and IPP-ASM-001 own them. The remaining rows are set by this policy.

Route	Acknowledged	Decided
Conduct (IPP-GOV-001)	5 working days	40 working days from a complete complaint
Assessment appeal (IPP-ASM-001 3.6)	5 working days	15 working days, written response
Service complaint	5 working days	20 working days
Membership, direct entry or recognition decision	5 working days	20 working days
Fellow review decision	5 working days	20 working days
Credential or record correction	5 working days	10 working days

A decision that will take longer than the period above is not allowed to run silent. Before the period ends, IPP tells the person why, and gives a new date. Working days are IPP working days, excluding weekends and English public holidays.

5. Who decides

- A person who made a decision does not review it, and does not sit on the panel that reviews it.
- A person does not decide a matter concerning themselves, a person they report to or who reports to them, or anyone with whom they have a personal, financial or recent working relationship. Where that leaves nobody available, the matter goes to the Governance Board.

- A challenge to a decision is decided by two named reviewers, neither of whom made it. Conduct matters and Fellowship matters are decided by the Governance Board.
- The names of the decision-makers are recorded on the case, and given to the person on request.

6. Decisions and remedies

A decision states the matter raised, the evidence considered, the findings, the reasons, the outcome, the date it takes effect, and what the person may do next. Reasons are given whether or not the matter is upheld.

Available remedies include an explanation, an apology, correction of a record, a fresh review by someone not previously involved, a result amended where the assessment standard authorises it, a fee refunded where the applicable standard authorises it, and referral into the conduct route. This list describes what IPP may do; it does not create an entitlement to a particular remedy.

7. The final stage, and what lies outside IPP

- Conduct matters: the Governance Board's decision is final within IPP.
- Every other route: the decision of the two reviewers is final within IPP.
- Privacy matters: a person may complain to the Information Commissioner's Office at any time. Nothing in this policy restricts that, and a person does not have to exhaust IPP's process first.

There is no external appeal body for IPP qualifications or membership decisions. IPP qualifications are the Institute's own, assessed under IPP-ASM-001, and are not currently regulated by Ofqual or by any other statutory regulator. That is stated plainly rather than left unsaid, because an absence a reader has to infer looks like an omission.

8. Confidentiality and fair treatment

- A person is not disadvantaged for having raised something honestly, whether or not it is upheld.
- A matter is shared only with those who need it to decide or to act on it.
- Where a matter concerns a member's conduct, the member is told the substance of what is alleged and given a fair opportunity to respond before a finding is made.

9. Records

IPP records, for every matter: the case number, the date received, the route, who raised it and in what capacity, the acknowledgement date, the decision-makers and their declarations, the decision, the reasons, the remedy, the date the decision was issued, and any onward route taken.

Retention is owned by IPP-DAT-001 Section 6, which sets six years from the closure of the matter. A revoked member cannot be readmitted silently because the member number is retired permanently under IPP-DAT-001 Section 7.3, not because the case record is kept indefinitely.

10. What has to exist for this policy to be true

This is stated in the policy rather than in an internal note, because the commitments above are published and a published commitment with nothing behind it is the failure this document was written to fix.

- A monitored inbox at governance@ipp.pro, read every working day.
- A case log recording the fields in Section 9, from the first matter received rather than from the first matter that becomes difficult.
- A complaints page on ipp.pro, reachable from the footer of every page, stating this route and these timescales.
- Two people able to act as reviewers who did not make the original decision. Where IPP cannot currently field two, the matter goes to the Governance Board and the reason is recorded.

IPP-ASM-001 Section 3.6 sets the assessment appeal fee at £25, refunded if the appeal is upheld. There is no product behind that fee today, so until one exists an appeal is not refused or delayed for want of payment; the fee is invoiced or waived, and the decision is recorded on the case.

11. Review

This policy is reviewed annually by the Governance Board, and on any change to the conduct route, the assessment appeal standard, or the retention schedule. Its issue and date are recorded in the IPP Document Register (IPP-REG-001).