

PMI Qualifications Complaints Procedure

The Pensions Management Institute (PMI) Qualifications Department Version:

Date: 10 July 2026

Contact: PMIQualifications@pensions-pmi.org.uk

Website: <https://www.pensions-pmi.org.uk/qualifications/>

1. Introduction and Purpose

The Pensions Management Institute (PMI) is committed to delivering high-quality, regulated and non-regulated qualifications in workplace pensions. As an Ofqual-regulated awarding organisation (or working in line with Ofqual standards for its regulated qualifications), we maintain a fair, transparent, and effective complaints procedure.

This policy applies to learners (candidates), centres, employers, or other stakeholders raising complaints about:

- Enrolment onto PMI qualifications.
- Delivery of learning, assessments, or exams.
- Administration, registration, certification, or results.
- Customer service related to qualifications.
- Any other aspect of PMI's qualifications services.

It ensures compliance with Ofqual General Conditions of Recognition, particularly Condition D4 (Responding to enquiries and complaints procedures), which requires timely, accurate responses and clear processes.

Complaints are distinct from appeals (e.g., against assessment decisions or results), which are handled under PMI's separate Appeals Policy. Malpractice/maladministration allegations are managed under our Malpractice Policy.

2. Definition of a Complaint

A complaint is an expression of dissatisfaction about PMI's (or a centre's) actions, services, or lack of service that affects a learner's experience, progression, or award in a PMI qualification.

Examples include:

- Issues with enrolment, registration, or certification processes.
- Poor communication or delays in responses.
- Problems with exam administration or venue arrangements.

- Misleading information in marketing or qualification specifications.
- Concerns about accessibility or reasonable adjustments (where not covered by other processes).
- Service quality from PMI staff or approved centres.

What is not covered here? Academic judgements on assessment outcomes (use Appeals), funding disputes, or matters outside PMI's control.

3. Principles

- **Fairness and Impartiality:** Complaints are investigated objectively by staff without prior involvement.
- **Timeliness:** We aim to resolve issues quickly and keep complainants informed.
- **Accessibility:** Information is clear; support is available for additional needs.
- **Confidentiality:** Handled per data protection laws (GDPR/UK DPA); information shared only as needed.
- **Continuous Improvement:** Complaints data is reviewed to improve services.
- **No Detriment:** Complainants will not face disadvantage for raising a genuine complaint.

4. Who Can Complain?

- Learners/candidates (or their representatives, with permission).
- Approved centres or training providers.
- Employers or other stakeholders affected by PMI qualifications services.

5. Complaints Procedure

We encourage informal resolution first where possible. Formal complaints should follow these stages.

Stage 1: Informal Resolution (Recommended First Step)

Contact the relevant team (e.g., Qualifications team) by email or phone as soon as possible. Many issues can be resolved quickly through discussion.

Stage 2: Formal Complaint

Submit in writing (email or letter) to the Chief Learning Officer Email:

[\[VJackson@pensions-pmi.org.uk\]](mailto:VJackson@pensions-pmi.org.uk) Post: PMI Qualifications, 9 Appold Street, London, EC2A 2AP

Include:

- Your full name, contact details, and (if applicable) PMI number.
- Qualification/exam details.

- Clear description of the complaint, dates, and people involved.
- Supporting evidence (e.g., emails, receipts).
- Desired outcome.
- For centre-related issues: Evidence that the centre's internal complaints process has been exhausted (where applicable).

Acknowledgement: We will acknowledge receipt within 3 working days.

Investigation: A designated investigator (independent where possible) will review within 20 working days (longer for complex cases; you will be notified). We may contact you or others for more information.

Response: A full written response with findings, decision, and any actions will be sent. This is usually within 30 working days of receipt (or agreed extension).

Stage 3: Internal Review (If Dissatisfied)

If unhappy with the Stage 2 outcome, request a review in writing within 10 working days of the response. A senior manager not involved previously will review. Final internal response typically within 15 working days.

6. Centres' Responsibilities

Approved centres must have their own fair complaints and appeals procedures that align with PMI and Ofqual requirements. Learners should normally exhaust the centre's process first before escalating to PMI.

7. Escalation to Ofqual

If you have exhausted PMI's procedure and remain dissatisfied, you may complain to Ofqual (the regulator for England) about how we handled your complaint or complied with our processes.

Ofqual contact:

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

Ofqual will not usually investigate until our process is complete.

8. Monitoring and Records

- All complaints are logged confidentially.
- Trends are analysed for service improvements.
- Records retained per PMI data retention policy.

9. Contact and Support

For queries about this policy: Qualifications Team Tel: 020 7247 1452 Email: PMIQualifications@pensions-pmi.org.uk Website: <https://www.pensions-pmi.org.uk/qualifications/>

This policy is reviewed annually or as required by regulatory changes. It is available on our website and provided to learners/centres upon request