

Complaints Procedure

We strive to maintain fairness, transparency, and excellence in all aspects of our operations. We understand that there might be occasions where concerns or complaints arise regarding the application process, decisions made, or any other aspect related to the Mathematics Teacher Training Scholarships. We take all feedback seriously and have established the following procedure to address and resolve complaints effectively.

You will not be treated less favourably, or suffer any detriment or disadvantage if you raise a complaint in good faith, regardless of whether or not the complaint results in further action. All complaints will be treated in the strictest confidence.

What Can I Complain About?

Some examples of the type of things we can investigate are shown below:

- The use of racist, sexist or offensive language
- A failure in process
- Bullying or rudeness
- Unprofessional conduct

There are some things we cannot deal with under complaints procedure: We may not respond if your query:

- contains offensive language
- has already been answered in a previous reply to you
- is illegible
- is selling or promoting a product
- is for information only
- does not follow the complaints procedure as outlined in this document.

Note: This procedure is solely for addressing complaints related to the Mathematics Teacher Training Scholarships and does not cover appeals. There is a separate Appeals Process if you wish to appeal against decisions made at any stage of the Mathematics Teacher Training Scholarships. Appeals can only be made based on failure of process and not against academic or professional judgement.

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The Complaints Process

1. Submission of Complaint

Complaints must be submitted in writing via email to Scholarships@ima.org.uk within 10 working days of the issue occurring. The complaint should include the following details:

- Name of the complainant
- Contact information
- Date incident took place
- Nature of the complaint
- Any supporting documents or evidence

2. Acknowledgment of Complaint

Upon receipt of the complaint, The Maths Scholarships Team will acknowledge its receipt within two working days. The acknowledgment will include an estimated timeline for the resolution process.

3. Investigation and Resolution

The Maths Scholarships Project Manager (or other appropriate individual) will review the complaint impartially, and undertake an investigation to gather relevant information to assess the complaint thoroughly.

A resolution will be provided within 10 working days after the acknowledgment of the complaint.

If there is a delay in us responding for any reason, we will contact you to give an indication of when the expected outcome is likely to be received.

4. Communication of Decision

The Mathematics Teacher Training Scholarships will communicate the decision regarding the complaint in writing to the complainant. The decision will include the rationale behind it and any steps taken or recommendations made.

5. Further Action

If the complainant remains unsatisfied with the decision, they may request a review within five working days of receiving the decision. The request for review must contain additional information or evidence to support the appeal. A member of the Maths Scholarships Management Group will conduct the review, and the decision will be final.

6. Documentation

Records of all complaints and their resolutions will be maintained until the 30 September of the current Scholarship year for internal review purposes.

7. Contact Information

For any questions or further information about the complaints procedure, individuals can contact The Maths Scholarships Team (Scholarships@ima.org.uk).

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