

# Complaints policy

At CIH, we always endeavour to treat all our customers fairly and deliver the best service we possibly can. We do understand however that sometimes, some people may not have the desired experience when working with us.

It is important to us that any feedback we receive is taken seriously as this helps us learn and make improvements to all of our services. We are committed to providing exceptional service, being accountable and transparent so we can build trust and respect with all of our members and customers.

## We promise to:

- Treat all complaints sensitively, with the strictest confidentiality to protect all parties involved, by adhering to the Data Protection Act 2018.
- Treat all complaints as a clear expression of dissatisfaction, which requires immediate response.
- Deal with all complaints professionally, politely, and promptly, regardless of if your concerns are formal or informal.
- Make it easy to raise a complaint.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.
- To make sure that complaints are, wherever possible, resolved and relationships repaired.
- Regularly review all complaints to ensure we continually improve our products and services, and ensure we are doing right by our members.
- Attempt to resolve all complaints at the point of contact, if this cannot be achieved, your complaint will be escalated for investigation.
- Acknowledge all complaints in writing and provide updates during the investigation process.
- Once the complaint has been investigated and the outcome of the investigation presented to the complainant, the process is complete and there is no right of appeal.

## Expression of dissatisfaction

### Stage one

In the first instance, we will do the utmost to resolve all expressions of dissatisfaction informally so we can attempt to put things right immediately. If concerns cannot be resolved informally, then the formal process should be followed.

All expressions of dissatisfaction and complaints will be acknowledged within three working days of receipt, by email or letter. For complaints requiring a full investigation, we will update you on the progress of your complaint within 15 working days. Our aim is to write to you with the outcome of your complaint within 28 days, however some cases may take longer to resolve. We will update you on any delays which may occur during the investigation.



## Formal complaints procedure

### Stage two

A complaint is any expression of dissatisfaction, whether justified or not, which cannot be resolved without an investigation. The complaint may relate to any aspect of the work undertaken within our governance, professional and membership services, including our volunteer membership network. The complaints procedure also applies to our services in the devolved nations and internationally.

The formal complaints procedure is intended to ensure all complaints are handled fairly, confidentially, and efficiently.

Separate complaint procedures exist for:

- Services undertaken by CIH
- Members and the code of conduct / code of ethics
- Student qualification process
- Staff
- Membership Network

### Raise a complaint

If your complaint is regarding a CIH staff member or one of our products or services, you can either phone, complete an online form, send us an email or letter including your contact details, with a clear overview of the complaint and the outcome you are seeking.

A complaint can be lodged by completing the online 'Expression of dissatisfaction' form, by phone, email or by letter.

You may initially wish to make contact by submitting the form on our website, or by email to [complaints@cih.org](mailto:complaints@cih.org).

### Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and CIH maintain confidentiality. However, circumstances giving rise to complaint may be such that it may not be possible to maintain confidentiality. Should such situation arise, the complainant will be informed.

### Review

The complaints policy is reviewed regularly and updated in accordance with business regulations.

