Complaints Policy of the Faculty of Sexual and Reproductive Healthcare (FSRH)

The FSRH views complaints as an opportunity to learn and improve, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:
✓ To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
✓ To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
✓ To make sure everyone at the FSRH knows what to do if a complaint is received
✓ To make sure all complaints are investigated fairly and in a timely way
✓ To make sure that complaints are, wherever possible, resolved and that relationships are repaired
✓ To gather information which helps us to improve what we do

Definition of a Complaint
A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the work of the FSRH.

Where Complaints Come From
Complaints may come from members, those undertaking FSRH training, or anyone who has a legitimate interest in the work of the FSRH.

If the complaint is about a specific qualification or exam there are separate policies covering these which can be found HERE.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use the FSRH Discipline and Grievance policies.

Confidentiality
All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility
Overall responsibility for this policy and its implementation lies with the trustees of the FSRH.

Review
This policy is reviewed regularly and updated as required.

Adopted on: July 2017

Due to be reviewed on: July 2018
Complaints Procedure of FSRH

Publicised Contact Details for Complaints:

Written complaints may be sent to 27 Sussex Place, London NW1 4RG, FAO of the CEO or by e-mail at execassistant@fsrh.org marked ‘complaint’.

Verbal complaints may be made by phone to the CEO on 0203714 2128 or in person to any of the FSRH staff, volunteers or trustees at the address above or at any of our events or activities.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person will be recorded by the person who receives it on the phone or in person. They will:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to the FSRH (for example: trainee, member)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant’s own words.

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the CEO within one week.

On receiving the complaint, the CEO is to be notified, and the staff member dealing with the complaint, is to update the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 5 working days from receipt. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within 28 days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

**Stage Two**
If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Honorary Secretary (or another Officer if the Hon Sec is unavailable) of the FSRH.

The request for Board level review should be acknowledged within 5 days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Honorary Secretary/Officer may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within 28 days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

**External Stage**
The FSRH is a charity (registration number 1019969). The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

**Variation of the Complaints Procedure**
The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the CEO should not also have the CEO as the person leading a Stage One review.

**Monitoring and Learning from Complaints**
Complaints are reviewed at least annually to identify any trends which may indicate a need to take further action.