

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

The Faculty of Sexual and Reproductive Healthcare (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 aims:

- 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 that helps us to improve our work.

Definition of a Complaint

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

Scope

The scope of this policy relates to:

- The conduct of an FSRH employee
- The conduct of a FSRH member or representative who is performing duties on behalf of the FSRH
- A third party performing duties on behalf of the FSRH, such as a lay representative or a contractor/supplier
- Actions of the FSRH governed by its legal duties, Articles of Association or the Charity Code of Governance
- Actions of the FSRH in undertaking its policies or procedures.

Out of scope are:

- Examination complaints or appeals should be made via the FSRH Examinations Complaints and Appeals Policy
- Complaints that relate to the conduct of a FSRH member whilst delivering work not directly associated with FSRH activity or when not representing the FSRH.

At its sole discretion, the FSRH reserves the right to reject a complaint where in its opinion the complaint is malicious, vexatious or is motivated in a way which the FSRH considers unacceptable.

Who can make a complaint

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

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

How to make a complaint

To make a complaint, please email hdavies@fsrh.org

You must provide the following information:

1. Details of the nature of your complaint, including where relevant, names and dates and /or the FSRH policy, process, Article of Association, or regulation not followed
2. Any available evidence to substantiate your complaint
3. The remedy you are seeking in relation to your complaint
4. Your name, address, daytime telephone contact number and where applicable, FSRH membership number

So that the FSRH can manage complaints in a timely and effective manner, complaints should be submitted as soon as possible after the incident has occurred. However, the FSRH understands that there may be circumstances, including the nature of the alleged incident, where an individual needs additional time and support to make a complaint. Please note that historical complaints may take additional time to progress and may be less able to reach a conclusion.

How your complaint will be managed

Stage 1

Your complaint will be acknowledged to the email address used when making the complaint, within three working days of its receipt (the date the FSRH receives the complaint sent to hdavies@fsrh.org)

The FSRH will also inform the complainant within five working days if any additional information is required to ascertain if the complaint is in scope or not. Please note that where requested information or further information is not made available the investigation may be delayed or prevented from continuing.

Stage 2

Within 10 working days of receiving your complaint, the FSRH will confirm whether it falls within the scope of this policy and the next steps.

Where the complaint is out of scope, upon confirmation to the complaint, the FSRH will close the complaint.

Stage 3

Where the complaint falls within the scope of this policy, a senior member of FSRH staff will be appointed as the Investigating Manager by the CEO. Should the complaint relate to the CEO, the FSRH Chair of the Board of Trustees will appoint the Investigating Manager

The Investigating Manager will make contact with the complainant and will commence their investigation. The Investigating Manager will gather the facts relevant to the complaint, which may require discussion with relevant parties and collecting documentation, working to ensure that the information gathered is accurate and complete. The Investigating Manager

may invite the complainant to a meeting to discuss the complaint, and where necessary, seek additional information.

Stage 4

Unless otherwise stated by the Investigating Manager, following completion of the investigation, the Investigating Manager's will respond in writing with 30 working days of receipt of the complaint, to confirm the investigation outcome and the reasons for either upholding or rejecting the complaint.

Where the FSRH has upheld a complaint and proposes a remedy, all individuals affected will be contacted to discuss this further.

Right of appeal

Where a complainant is dissatisfied about the outcome of the complaint investigation, there is a right of appeal.

Complainants must submit an appeal to hdavies@fsrh.org within 10 working days of receiving the Investigating Managers investigation outcome. The appeal should include evidence that the FSRH failed to follow this policy in the initial investigation.

The FSRH cannot review a decision that a complainant disagrees if there is no new evidence to consider.

Stage 1

Your appeal will be acknowledged within five working days of its receipt (the date the FSRH receives the complaint sent to hdavies@fsrh.org)

Stage 2

Within 10 working days, the FSRH will confirm to the complainant whether or not the appeal has provided sufficient further evidence to support an appeal.

Where insufficient evidence has been provided, the FSRH will close the complaint.

Stage 3

Where sufficient evidence has been provided, a different senior member of FSRH staff will be appointed as a new Investigating Manager by the CEO to review the appeal. Should the complaint relate to the CEO, the FSRH Chair of the Board of Trustees will appoint the new Investigating Manager.

The Investigating Manager will consider the request for a review and respond to the complainant with reasons for either upholding or rejecting the appeal, including any proposed remedy, within 30 days of the date the FSRH received the appeal.

Where the appeal is rejected, the FSRH will close the complaint and there is no further right of appeal.

Charity Commission

The FSRH is a registered charity (registration number 1019969). Information regarding making a complaint to the Charity Commission can be found on their website via www.charitycommission.gov.uk/publications/cc47.aspx

Confidentiality

Your complaint and all accompanying documentation will be kept confidential as far as is possible in facilitating a fair and thorough investigation. The privacy rights of all the individuals concerned and any potentially confidential information will be respected and upheld. However, depending on the nature of the investigation, this needs to be balanced with:

- The need for an open and fair investigation, including contacting the person against whom a complaint has been made for a response where appropriate
- Appropriate remedial action to be taken
- The outcome of the investigation to be reported appropriately
- Action to be taken to improve FSRH processes and quality of service.

The FSRH will endeavour to anonymise complainants' details when considering complaints. However, in some circumstances it may be necessary to disclose a complainant's identity beyond the Investigating Manager to progress an investigation.

Complainants who are not willing for their identity to be disclosed in this way should make this clear in their letter of a formal complaint. In such instances, if this limits the ability to investigate the complaint, the FSRH will discuss this with the complainant.

Data retention

All materials relating to your complaint will be kept on active file for six years from the date of the conclusion of the complaint and will then be destroyed.

Learning from complaints

The FSRH record of a complaint may be used to support lessons learnt and to continually improve services.

Date of last review: May 2022