

Customer complaint business rule



Introduction

IOSH is committed to ensuring that its work is carried out in an open and accountable way. We believe that learning from the views and experiences of our members, customers and stakeholders is vital to our success.

Excellence is one of our values and we welcome all feedback to enable us to continuously improve and recognise our achievements.

This business rule sets out IOSH's commitment to ensuring complaints are:

- Taken seriously
- Responded to in a timely manner
- Treated sensitively
- Handled without bias or discrimination

Scope

This business rule is to be applied to all customer complaints and will be used across the organisation.

Roles and responsibilities

The Head of Customer Service and Experience is the owner of this business rule and is responsible for its accessibility and distribution to all IOSH Directors, staff, volunteers, and customers.

The IOSH customer complaint business rule

We are committed to providing the best customer experience we can, delivered by competent and courteous staff.

IOSH follows a set of principles in dealing with concerns or complaints. These are:

- IOSH values the feedback from people who engage with the institution, allowing us to continuously learn
- Our procedures are fair to people using our services or experiencing IOSH's work
- Concerns and complaints are dealt with and treated confidentially, efficiently and investigated fully
- Making a complaint will not harm or prejudice continuity of service that IOSH provides to a complainant
- Responses will be provided in all cases and appeal pathways will be provided where appropriate
- IOSH may decide not to uphold a complaint, but commit to learn at every opportunity

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How to make a complaint

This business rule explains the process for making an informal or formal complaint about an IOSH staff member or service delivered by IOSH or IOSH Services Limited.

For complaints about member conduct see page 4.

For complaints about volunteer conduct see page 4.

Initial concerns / informal complaint

Should a person experience service that does not meet their expectation or falls short of the IOSH Customer Service Charter feedback should be given directly to the member of staff or their line manager in the first instance.

Dealing with feedback in this way allows for immediate action and learning to be applied.

However, we appreciate not everything can be resolved in this way and we may need to follow a different process to resolution.

If a serious concern is raised, but the individual does not wish to pursue it formally, IOSH reserves the right to instigate an investigation.

Formal complaint about the failure of a service or concerns about a Training Provider*

Definition: A complaint is a statement of dissatisfaction with a service or the way a service was delivered.

To make a formal complaint you will be asked to make a written statement which must include:

- Your name and contact details
- Your membership number (if applicable)
- Full details of the failure of service including any dates, location, and witnesses
- How you have been affected
- What outcome you would consider a satisfactory resolution

Formal complaints about a failure of service cannot be made anonymously.

Formal complaints can be sent to:

CSC@iosh.com marked for the attention of The Head of Customer Service and Experience

Or they can be submitted in writing to:

The Head of Customer Service and Experience
IOSH
Customer Service Centre
The Grange
Highfield Drive
Wigston
Leicestershire
LE18 1NN
UK

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All complaints will be acknowledged in writing within five working days of receipt.

Step 2

What happens next

Your complaint will be investigated, and we will aim to provide a full response within 15 working days. If we can't provide a full response to you within this time, we will explain the reason for the delay and provide a revised timeline of when a reply can be expected.

The full response will tell you:

- The outcome of the investigation
- The reasons for the outcome
- Any remedial action being taken

Step 3

If you're not satisfied

If you are unhappy with the outcome of the review, you have 20 working days to ask for your complaint to be reviewed by a Director, independently of the initial complaint team and the first reviewer.

You can contact us in the same ways as set out in Step 1.

The second reviewer will look at how the first review was handled, specifically whether it:

- Addressed the issues of your complaint
- Improved any shortfalls in our service
- Conveyed the outcome clearly
- Was thorough and fair.

The second reviewer will aim to let you know the outcome within 15 working days. As with the first stage complaint, if we can't provide you with a full response to you within this time, we will explain the reason for the delay and provide a revised timeline of when a reply can be expected.

The response, once issued, will be our final response to your complaint.

If you are dissatisfied with the way IOSH has dealt with your complaint, you can contact the relevant regulator <https://www.gov.uk/complain-about-charity> or another relevant body, for example the Information Commissioner's Office <https://ico.org.uk/>.

Correspondents who continue to pursue a complaint upon which we have made a final judgement may be classed as persistent or vexatious complainants and may be barred from contacting IOSH or be referred through our Code of Conduct, if they are a member.

Please refer to our Corresponding With IOSH Business Rule and Unreasonably Persistent and Vexatious People Business Rule for further information on how to engage positively with IOSH.

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Complaining about IOSH Members in their professional capacity

The standards of practice and behaviour of IOSH members are measured against our member Code of Conduct.

Complaints about IOSH member conduct or the advice they provide can be made by following the guidance in the IOSH [Code of Conduct](#).

In brief, complaints can be made in writing by members of the public or by other members or staff of the Institution. The complaints must relate to a members' conduct or the way in which they have discharged their duties as an OSH professional.

The members' Code of Conduct cannot be used to complain about the failure of an IOSH administrative service.

Complaining about people volunteering for IOSH

IOSH delivers many of its services with the support of volunteers.

All IOSH volunteers (members and non-members) are bound by the IOSH Volunteer Code of Behaviour.

This sets out how IOSH volunteers will conduct themselves when representing IOSH in their voluntary capacity. It explains how IOSH expects volunteers to act towards other volunteers, IOSH members and staff, and the wider community they serve.

All IOSH volunteers sign the Volunteer Code of Behaviour when they take up a voluntary role and every year thereafter, reaffirming their understanding of and adherence to the rules of the institution that govern their activities, until they step away from volunteering.

To complain about an IOSH volunteer, please write to the Head of Governance at IOSH.

E-mail – governance@IOSH.com marked for the Head of Governance

Or submit complaints in writing to:

Head of Governance
IOSH
The Grange
Highfield Drive
Wigston
Leicestershire
LE18 1NN
UK

***Complaints about Training Providers**

IOSH Courses are delivered by third parties, who enter a commercial arrangement with IOSH, which is subject to commercial Terms and Conditions.

They are operated by IOSH Services Limited, which has a separate governance structure to the charity.

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Complaints about Training Providers will be investigated to the above standard, but the sanctions applied to Training Providers may be different to those applied to members, volunteers or staff, as the relationship is commercial.