Complaints Policy

This policy sets out The Institute’s policy in relation to complaints made about Institute members/non-members and Institute staff or products/services.

1.1 Complaints about Institute staff or products/services

The Institute aims to deliver the best service to its customers whether they are members of The Institute, members of the public or potential members. On the rare occasions where service falls below that which Institute customers have a right to expect, The Institute is committed to resolving the issue quickly and with the best achievable outcome for all parties.

1.2 Complaints about Institute members

The Institute will not usually deal with complaints made about individual or organisational members (or the services they have provided) unless the complainant has evidence that the member has breached Institute standards. Complaints about member organisations should be raised with the member organisation directly.

1.3 Institute commitment

Where a written complaint is received The Institute is committed to:

- Acknowledging it promptly.
- Treating all complainants with fairness and courtesy at all times.
- Confidentiality of the complaint and information given in support of it.
- Resolution of complaints at an early stage (where possible).
- Clarity about what will be done to resolve the issue.
- Keeping complainants informed about progress of the complaint.

1.4 How to make a complaint

Complaints should be made in writing unless exceptional circumstances apply (e.g. the complainant is not able to put the complaint in writing due to a disability or other impairment).
Complaints should include:

a) The complainant's name, address, email address and telephone number

b) Brief details of what the complaint is about including the date of the incident complained about (max. 250 words)

c) Any evidence supporting the complaint.

d) How the complainant would like the complaint resolved – e.g. an apology.

Complaints should be emailed to enquiries@icsmail.co.uk with the title “Complaint” in the heading.

Alternatively they can be posted “FAO Head of Operations” to: The Institute of Customer Service, Bridge House, 4 Borough High Street, London SE1 9QQ.

1.5 Complaints Process

Stage 1 – Submitting a complaint

On receipt, the complaint will be centrally logged and an acknowledgement email sent to the complainant’s contact email address within 48 hours and at that time the complaint will be passed to the Head of Operations for review.

Stage 2 – Complaint Handling

The Head of Operations will handle the overall communication and decide where the complaint should be dealt with (depending on the type of issue) within The Institute. This may involve a phone call, email or face to face meeting with the complainant and further information may be sought from the complainant, if needed.

If the complaint cannot be resolved at this stage the Head of Operations will escalate the matter to The Institute Director Team, whilst remaining the primary point of liaison between The Institute and the complainant. The Director Team will review all the complaint documentation and aim to resolve the matter within 10 working days. Where further time or information is needed, this will be agreed with the complainant. (The CEO will see all complaints that come into The Institute and how they have been addressed).
Stage 3 – Communication of decision

Head of Operations will communicate the decision to the complainant with a rationale and (where relevant) a plan for implementation of any resolution activity e.g. apology. That decision will be final.