

# The Institute of Fire Safety Managers

*Established 1997*



## Complaints Policy and Procedure

**Version: 5**

<b>Summary:</b>	This document sets out how a complaint can be submitted and the steps and timeline the Institute of Fire Safety Managers (IFSM) will adhere to on receipt.	
<b>Target Audience:</b>	All members, staff and Council	
<b>Next Review Date:</b>	January 2023	
<b>Approved by:</b>	Council	Date: Nov 2019
<b>Ratified by:</b>	Council	Date: Nov 2019
<b>Date issued:</b>	March 2022	

## Complaints Policy

The Institute of Fire Safety Managers (IFSM) is committed to providing a high level service to members. If members and potential members do not receive satisfaction from the organisation, this policy and procedure outlines the process for resolving any issue. This will help the IFSM to improve its standards.

This Policy and Procedure document is enacted under the By-Laws of the Institute.

## Complaints Procedure

If you have a complaint, please contact The Business Manager either in writing addressed to The Institute of Fire Safety Managers, Unit 109, Dunston Innovation Centre, Dunston Road, Chesterfield, S41 8NG or by e-mail to [info@ifsm.org.uk](mailto:info@ifsm.org.uk).

## Next Steps

1. On receipt of a complaint, The Business Manager will send an e-mail or contact the complainant by telephone acknowledging the complaint and asking for further information and details of the complaint. The Business Manager will then nominate a Council Member to deal with the complaint. This initial phase of the complaint's procedure should happen within 5 working days of receipt of the complaint.
2. Within a day of receipt of the complaint, The Business Manager will inform the Administrative Assistant who will record the details for future reference in a register.
3. The Nominated Council Member will then start to investigate the complaint. This will normally involve the following steps: -
  - 3.1. Investigate the complaint within 10 working days of the request and report to Council.
  - 3.2. Council will then examine all aspects of the report and the information provided. If necessary, Council may ask for further clarification. This may take up to a further 10 working days to complete.
  - 3.3. Within 5 working days of the end of the investigation, Council will then invite the complainant to discuss their findings, recommendations and any suggested resolutions to the complaint.
  - 3.4. Within 2 days of this, Council will nominate one of its members to send a written communication by e-mail to the complainant to confirm what decisions were taken and any resolutions that have been agreed.

**Please note:** If there are any changes to any of the time scales above, The Business Manager will inform the complainant, explaining the reasons.

This Policy will be reviewed and amended as considered necessary by and in consultation with IFSM Council.

This Policy will be made available to all members and partner organisations by publishing this Policy on the IFSM website.

## Version Control

### Change Record

Date	Author	Version	Page	Reason for Change
09/03/22	H Hilton	5	ALL	Updated to house style, BSM changed to BM, updated address

### Reviewers/contributors

Name	Position	Version Reviewed & Date
H Hilton	Business Manager	V5 – 09/03/22