

## **Complaints Procedure**

This procedure should be used by any ASPIH member or member of the public who has a complaint against an ASPIH Officer or representative or anyone working on behalf of the ASPIH.

Complaints arising from a member's breach of the Code of Professional Conduct, including discrimination, sexual harassment or victimisation, should be subject to the Disciplinary Procedure.

Copies of this procedure can be obtained from [www.aspih.org.uk](http://www.aspih.org.uk)

The ASPIH Executive is responsible for implementing and reviewing this procedure. It is committed to handling any complaints quickly, seriously and confidentially.

### **1. Confidentiality**

Information about a complaint will only be given to people directly involved. Everyone involved will be advised of the need for confidentiality and information will be kept securely.

### **2. Fairness/impartiality**

- fair treatment for all is paramount
- the complaint will be handled fairly and in good faith any person complained about has the right to know the details of any allegations against her/him
- both parties will have the opportunity to give their version of events
- no judgments will be made or action taken until all relevant information has been assessed
- all allegations will be investigated before a decision is made

### **3. How to make a complaint**

3.1 Talk to an ASPIH representative during the event that may lead to a complaint or as soon as possible afterwards.

3.2 If the response from the ASPIH representative is deemed unsatisfactory or the complaint raises serious issues, make a written complaint to the President of the ASPIH. Providing details of the event leading to the complaint and, if appropriate, evidence to support these.

ASPIH  
c/o Executive Business Support Ltd  
City Wharf  
Davidson Road  
Lichfield  
Staffordshire  
WS14 9DZ  
Tel: 01543 442144  
Email: [membership@aspih.org.uk](mailto:membership@aspih.org.uk)

### **4. Role of the ASPIH**

#### 4.1 Verbal complaint

The ASPIH Officer responding to the complaint will make a note of the conversation, including her/his response and actions taken (if any). A report will be sent to the ASPIH office and logged in the Complaints file.

#### 4.2 Written complaint

This will be copied and circulated to the ASPIH's Complaints Panel, comprising two members of the Executive and the ASPIH Administrator. The Panel will consider the information provided and draft a response to the complainant, to be sent by the President.

This response will either:

a) Apologise for the event leading to the complaint and assure the complainant that remedial action has been taken to prevent a re-occurrence. It may also include an offer of recompense if there has been a material loss by the complainant.

or

b) Inform the complainant that the matter has been investigated and give details of the reasons behind the ASPIH's actions

### **5. Possible outcomes**

5.1 The ASPIH Exec will discuss the issues raised by the complaint with the person/people concerned. This may lead to:

a) No change

b) Adjustments to working methods or practices

c) Use of alternative personnel

5.2 If there is found to be breach of ASPIH policy, ASPIH Code of Professional Conduct or the law, the person/people responsible may be subject to the ASPIH's Disciplinary Procedure.

5.3 If the complaint concerns a non-member representative of ASPIH or someone working on ASPIH's behalf, a record will be kept and this may affect any future relationship.

Any member found to have made a false or malicious complaint may be subject to ASPIH's Disciplinary Procedure. Untrue allegations from ASPIH members or others could lead to legal action for defamation.

### **6. Documentation**

Records, notes or reports will:

- be kept confidential
- not be kept on an ASPIH member's or representative's file unless there has been remedial action
- be filed in a confidential system with limited access