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The Institute of Trichologists

# ORGANISATIONAL COMPLAINTS POLICY

How to complain about the Institute of Trichologists

## DOCUMENTATION

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| **Policy Title** | Organisational Complaints Policy |
| **Primary Intranet Location** | Complaints |
| **Version Number** | V2 |
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## INTRODUCTUON

We welcome genuine complaints as an indicator on how to improving our service. In considering complaints about us, we aim to apply the Parliamentary and Health Service Ombudsman's Principles of Good Administration, which are:

- Getting it right
- Being customer focused
- Being open and accountable
- Acting fairly and proportionately
- Putting things right
- Seeking continuous improvement

## WHO CAN COMPLAIN?

Anyone who comes into contact with our service and is unhappy or dissatisfied can complain. For example, you may wish to complain about our handling of your complaint against a registrant, about our service or about our decision on your Freedom of Information or Data Protection request.

## WHO DO I COMPLAIN TO?

We have a two-stage process for dealing with complaints about us. If you remain dissatisfied at the first stage, you have the option of taking your complaint to the next stage.

### FIRST STAGE

Contact the Head of Governance; **T. Buller RIT SRSH**

Email: trichology@trishabuller.com

### SECOND STAGE

Contact the **Chair of the Institute, Neil Harvey RIT.**

Email: elan@neilharvey.co.uk

## IS THERE A TIME LIMIT FOR COMPLAINING?

We will do all we can to look into your complaint. However, under our records disposal policy, we destroy certain papers after a given period of time and it may be that we are unable to investigate your complaint because of the lack of documentary evidence.

## WHAT HAPPENS TO MY COMPLAINT?

Once you have made a complaint, we aim to send you an acknowledgement within five working days. We will give serious consideration to any issue you raise. Where we identify mistakes we will offer an appropriate remedy e.g. an apology or reconsideration of your issue.

We expect to respond to the majority of complaints within 20 working days of receiving the complaint. The time taken to respond will vary depending on the urgency and complexity of the complaint. If we are unable to respond within 20 working days because, for example, the matters you raise require more detailed work, we will let you know.

## WHAT IF I STILL DISAGREE?

Once the Chair has considered your complaint and sent you a response, the decision is final. We will acknowledge any further correspondence from you but, unless it raises new issues that we consider significant, we will not send further replies.

## CAN I APPEAL AGAINST YOUR DECISION?

If you remain dissatisfied with our decision on a Freedom of Information or Data Protection issue, you can complain to the Information Commissioner. Further information can be found at www.ico.gov.uk.

## USEFUL LINKS

More information about our complaints policies: https://instituteoftrichologists.co.uk/raise-a-concern/

Submit a complaint form: https://instituteoftrichologists.co.uk/submit-a-complaint/

Contact us form: https://instituteoftrichologists.co.uk/contact-us/