

IHM Complaints Procedure

Improving our services

1. Your involvement in improving our services

- 1.1 As a user of our services, you are one of our customers whether as a member or non member. We believe that you have a big part to play in assessing the quality of our services and programmes. We look to involve you through formal and informal feedback and throughout all aspects of our quality assurance system.
- 1.2 IHM work in partnership with many other organisations including universities. Our quality assurance systems must be in place before we agree contracts and before accreditation for our programmes is approved. As a membership organisation our quality of services is monitored by members through our governance structure.
- 1.3 Our system for feedback of your views and concerns has been designed to take into account the nature of our services and programmes. We also ask you to evaluate the quality of these through our assessment sheets and questionnaires.
- 1.4 It is hoped that all other comments, suggestions and issues can be raised with our staff or with your tutor/marker/facilitators who act on our behalf.

2. Suggestions, comments and compliments

- 2.1 If you have a suggestion or comment to make, or are particularly pleased with our services and would like to compliment us, we would appreciate it if you put any of these in writing.
- 2.2 If you cannot reach us this way please send us an email to enquiries@ihm.org.uk heading it Suggestion, Comment or Compliment.
- 2.3 We read all correspondence and discuss them in our staff and management meetings.

3. Complaints procedure

- 3.1 We aim to provide high quality services to members and customers. We will use all our available resources to make sure that our services meet the needs of all our customers by providing services that benefit members and promote membership and learning and development related services that benefit learners, organisations and ultimately service users.
- 3.2 Our services will be reliable, accessible, responsive, empowering and will provide value for money.

4. How will we achieve this?

- 4.1 One of the simplest but most effective ways to achieve a high quality service is to listen to our members and the people we are in partnership with: that includes course participants, our facilitators and markers, those who commission our services, and others.
- 4.2 We genuinely want you to hear what you think of our services. Let us know if there's anything we can do to make things better. Or indeed if you're unhappy with something and need to complain - we'd like to know what you think has gone wrong
- 4.3 It is through consulting with you and others that we grow to understand our members and customers' needs. This means that we can then take these needs into account when we improve our services and plan our future services.

4.4 We aim to:

- Respond to our customers' needs and recognise the diversity of our customer groups
- Maintain and improve the quality of our services in order to benefit all of our customers
- Provide a fair, clear, consistent and open means to redress failures in the delivery of our services
- Give clear information and guidance on how to seek redress if our service falls below acceptable standards

5. What is a complaint?

- 5.1 A complaint arises when you consider that a service has not been delivered either as advertised (or as you might reasonably expect).
- 5.2 A complaint can take the form of:
- Failure to provide a service
 - Service not provided in the time promised
 - Inefficient delivery of service
 - Failure to carry out action promised
 - Wrong or incomplete information given
 - Failure to reach a service standard
 - Inappropriate conduct of staff and contractors
 - Failure to follow The Institute of Healthcare Managements policies, procedures or Codes of Practice
- 5.3 We aim to deal openly, fairly and effectively with complaints, and to offer an appropriate remedy to anyone who is adversely affected by any error on our part.

6. How you can complain – Stage 1

- 6.1 If you have a routine query or complaint that can be easily put right, please contact the member of staff, consultant or contractor you're working with. They will do their best to respond to you and, where possible, resolve your concern.
- 6.2 If they are unable to resolve your complaint, they will pass your query or complaint onto the relevant manager, whose name and contact details you will be given. They will deal with the matter and they will respond to you directly.
- 6.3 If your complaint is about your learning, marker, or facilitator, please contact the education team administrator.
- 6.3 If you have a complaint regarding learning and development activities which has not been able to be resolved it will be taken to Stage 2 of the process which will involve the Commercial Director (Business Development).
- 6.4 If you have a complaint regarding other IHM activities which has not been resolved at the first stage it will be taken to Stage 2 of the process which will involve the Commercial Director (Marketing & Communications).

- 6.5 If your complaint is still unresolved at Stage 2 it will be referred to Stage 3 for final resolution by the Chief Executive.
- 6.6 We will always try to deal with your complaint promptly, efficiently, courteously and sympathetically.

7. Written complaints

- 7.1 All complaints should be made in writing, please feel free to write in to us or email us at education@ihm.org.uk ensuring that your email is marked clearly as a complaint in the heading.
- 7.2 All written complaints about learning and development related activities should be marked clearly '**complaint**' and addressed to:

Commercial Director (Business Development)
The Institute of Healthcare Management
18-21 Morley Street
London
SE1 7QZ

- 7.3 All written complaints about all other IHM activities should be marked clearly '**complaint**' and emailed to enquiries@ihm.org.uk or sent to:

Commercial Director (Marketing & Communication)
The Institute of Healthcare Management
18-21 Morley Street
London
SE1 7QZ

- 7.4 **THE INSTITUTE WILL NOT TAKE ACTION ON ANONYMOUS COMPLAINTS.**

8. How long will your complaint take to resolve?

- 8.1 We will acknowledge your complaint within five working days. We will aim to investigate and respond to your complaint in full within 25 working days, earlier if possible.

9. Your right of appeal against the decision on your complaint.

- 9.1 If your complaint has not been upheld or you are dissatisfied with our response, you have a right of appeal against our decision within 21 days of receiving our response.
- 9.2 We will acknowledge your intention to appeal within five working days of its written receipt. The appeal will take place within 25 working days.
- 9.3 Appeals are against each stage of the process as appropriate. At stage 3 the decision of the Chief Executive is final.
- 9.3 All appeals against a finding concerning a complaint should be sent in writing to:

**The Chief Executive
The Institute of Healthcare Management
18-21 Morley Street
London
SE1 7QZ**

Please ensure the envelope or email is clearly marked as “**Complaint Appeal**”.