

Concerns & Complaints About IRCM

1.0 Purpose

The purpose of this policy is to consider and respond to complaints about the Institute of Registered Case Managers (IRCM), its processes, staff or volunteers. There is a separate policy for raising concerns about a registrant.

IRCM welcomes all feedback including complaints because it helps us to learn and improve. It also give us the chance to put things right for the person or organisation that has made the complaint.

1.1 Introduction

This document explains how we handle complaints about the Institute of Registered Case Managers (IRCM).

We aim to be fair, open, and honest when handling complaints, we will do our best to put things right and learn from our mistakes. We also record and learn from positive feedback.

The IRCM team will be polite and helpful to anyone making a complaint we ask the same of anyone raising a concern or complaint. If any person making a complaint is rude or abusive to IRCM staff, we may only agree to contact you by email or letter.

2.0 Who can complain?

Anyone who isn't happy with our service can complain. If your complaint is about one of our staff or volunteers, you can try talking to them first. If you can't do this, or if that doesn't work, you can still complain to us directly.

3.0 Raising a Concern or Complaint

Examples of complaints you can make under this policy are:

- complaints about our staff;
- complaints about our processes except those covered by other specific policies; or
- complaints about our service.

Appeals about decisions made by IRCM about registrants or potential registrants such as where registration has been refused or we have responded to concerns about fitness to practice are covered by separate policies.

If you want to raise a concern or make a complaint about IRCM complete a Concern & Complaints Form and send it to us at hello@ircm.org.uk. In this form please be clear about what went wrong and provide any supporting information you have. You should always do your best to make sure that you are providing IRCM with accurate information.

You can choose to make a complaint anonymously, but this makes it harder for us to investigate the problem and to fix it. We will take all complaints seriously, but we might not have enough information to investigate and consider an anonymous complaint.

We have different stages for dealing with complaints. If you aren't happy with our response, you can ask for your complaint to move to the next stage.

4.0 Communication of Information

We will try to explain things clearly and avoid using complicated language. If you need any information in a different format, just ask and we will do our best to help.

5.0 Is there a time limit for complaining?

Normally you should complain within three months of the problem happening. If you can't send a complaint in this time, let us know and we might be able to extend this time.

We will do our best to investigate your complaint. However, sometimes we may not have enough information or evidence to investigate a complaint properly.

6.0 Procedure for managing a complaint

When you make a complaint to IRCM we will acknowledge it within 5 working days and assign someone to manage it. If the person looking after your complaint changes, we will let you know.

Most complaints will be answered within 20 working days. If we need to gather more information and evidence or if your complaint is very complicated it might take us longer. If it takes us longer than 20 working days, we will let you know why and when you can expect to hear from us.

If you make a complaint about a person, we will give them the opportunity to respond. Where we can, we will keep the complaint anonymous.

We might also ask you for further information about your complaint, we will give you 20 working days to respond. If you can't respond in this time, please contact us and we might be able to extend it. If you don't respond within 20 working days of us asking for more information, we will continue the investigation without it, and this may affect the outcome.

7.0 Actions in response to complaints

We will explain what we have done in response to your complaint and why.

In response to a complaint, we might:

- Explain what happened.
- Apologise.
- Change our processes.
- Provide further training to staff or volunteers.
- Begin disciplinary procedures.
- Inform the police or other professionals.

8.0 Safeguards

IRCM wants to make it easy for everyone to provide feedback to us and to ensure sure they feel safe to do so.

We will anonymise complaints where we are able to but sometimes this will not be possible. We will treat complaints as confidential, and will try to be sensitive to peoples' difficulties and needs. We will treat complaints in line with our privacy policy.

9.0 Appeals Process

If you don't agree with our decision or action in response to your complaint, you can appeal within 20 working days. This appeal will be considered by one or more members of our team not involved in dealing with your original complaint.

You need to tell us which of the following reasons apply to your appeal:

- IRCM did not follow its own procedures, or legal procedures.
- You have new evidence or information that you weren't aware of before, and that might have changed IRCM's decision.
- You don't agree with the action taken by IRCM in response to your complaint.

Considering your appeal is the final stage of our complaints process, at this stage our decision is final. We will read anything else you send to us, but unless you bring a new complaint to us, we won't investigate further.

If you are still not happy with our decision, you may be able to complain to another organisation such as the Information Commissioner, depending on the nature of your complaint. www.ico.org.uk

10.0 Where do I send compliments, comments, complaints and suggestions?

If you would like to send us any kind of feedback positive or negative please send it to hello@ircm.org.uk

11.0 Unreasonable behaviour

IRCM wants to handle all complaints fairly, but if someone acts unreasonably or makes pointless complaints, we might not be able to help and we might have to take action to stop you from continuing to submit complaints.

We might consider a complaint unreasonable when:

- You refuse to give us the information we need to investigate, despite us supporting you.
- We determine that a complaint could be more appropriately handled by another body or under an another IRCM policy and you do not accept this.
- You change your complaint while we are looking into it.
- You keep sending irrelevant information.
- You keep asking irrelevant questions and insisting that they are all answered.
- You take up too much of our time – for instance sending long emails to lots of different people within IRCM often and expecting us to respond immediately.
- You refuse to accept a final decision and continue to put forward complaints or information.
- You send repeat complaints with small differences.

12.0 Learning from complaints

The Audit, Risk and Governance Committee will a minimum of twice a year review an anonymised summary of all complaints considered under this policy and the outcomes. The Committee will consider changes that have already implemented in response to these and where it feels appropriate may make recommendations for additional changes to policies and procedures.

Version	Date	Amendments
1	10/05/24	
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