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Introducing the Institute of Risk Management

The Institute of Risk Management (hereafter referred to as IRM) is a leading professional body for risk management. We are an independent, not-for-profit organisation that champions excellence in managing risk to improve organisational performance. We do this by providing internationally recognised qualifications and training, publishing research and guidance and setting professional standards, across the world. Our members and customers work in all industries, in all risk disciplines and across the public, private and not-for-profit sectors.

We endeavour to consistently meet the regulatory requirements for the UK. This policy is designed to support our coaches, developers, examiners, assessors and students with the design, delivery and awarding of IRM qualifications.

The IRM is committed to providing a quality service for its customers and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and stakeholders, responding positively to complaints, and putting mistakes right.

We therefore aim to ensure that:

- making a complaint is as easy as possible.
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- we deal with it promptly, politely and, when appropriate, confidentially.
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong.
- we learn from complaints, use them to improve our services and our service standards.

Our Service Standards exist as a practical guide to our staff to be always applied, across all areas of our business.

Our Service Standards

- To be polite, courteous and professional in all our dealings with customers and prospective customers.
- To be fair and open with people regardless of their race, colour, nationality, sex, disability, political beliefs, marital or family status.
- To respond to letters and e-mails within 3 working days or to send a holding reply when we are unable to respond fully within this timescale.

- To answer telephones within five rings, in person or, to respond to messages within 24 hours.
- To process bookings for training and events within five working days of receipt.
- To process membership applications within **ten** working days of receipt.
- To process student enrolments within three working days of receipt.
- To acknowledge requests for examination reviews within five working days of receipt.

However, we accept that sometimes things go wrong and when they do, we need you to tell us about it. This will help us to understand how and where our services can be improved.

IRM Complaints Procedure

All complaints received in writing are recorded, monitored and reported to the Chief Operating Officer (COO) by the Head of Department. The complaints register is reviewed once a month by the IRM Audit and Risk Committee.

If customers feel that they have cause for complaint, then these are the steps they should take:

Step 1 - Informal Problem-Solving

Email or speak to the person directly involved giving them an opportunity to resolve the matter at this level. Very often the matter will be handled best by the staff most directly involved. Our aim will be to understand the customer's problem and to resolve the matter to their satisfaction as quickly as possible. If the customer is unhappy with the initial response, they receive they should contact the appropriate Head of Department.

Step 2 - Formal Complaint

If a customer is dissatisfied with the response they receive, they can appeal to the COO to review the matter. They should ensure that they include their name, address, email and telephone number and that they include copies of any correspondence, the names of the people involved and details and dates of the complaint itself. The COO will acknowledge the complaint within five working days of receipt and will then investigate the matter and decide what action, if any, should be taken. His decision will be communicated in writing to the customer within 28 days of receiving the complaint.

Step 3 - Appeals

If the customer has exhausted the above complaints procedure and are still dissatisfied, then they have the right to appeal. Any appeal must be made in writing to the Chief Executive and will be reviewed by a panel of two IRM Board directors.

The Chief Executive will acknowledge receipt of the appeal within seven days and will arrange a meeting of the Appeal Review Panel within a further fourteen days.

The Appeal Review Panel will consider the documents from Stages 1 and 2 and will interview staff as necessary. They will convey their recommendation to the Chief Executive who will write to the customer within 28 Days of the Appeal Review Panel meeting to let them know the outcome of the review. The customer should receive a full written explanation of the findings and recommendations of the panel and any remedial action we propose to make. The decision of the Appeal Review Panel will be final and IRM will not enter any further correspondence.

Our aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, the customer will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Complaints Against Members

If a customer wishes to make a complaint against an IRM member, they should do so in writing to the Chief Executive. Their complaint should be acknowledged within five working days and dealt with in accordance with IRM's disciplinary procedures.