

IRM COMPLAINTS POLICY

The Institute of Risk Management (IRM) is committed to providing a quality service for its members 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, and in particular by responding positively to complaints, and by 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 applied at all times, across all areas of our business.

OUR SERVICE STANDARDS

- To be polite, courteous and professional in all our dealings with members and prospective members;
- 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 **five** 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 **three** working days;
- 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 **ten** 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.

All complaints received in writing are recorded, monitored and reported to the Chief Executive by the Head of Services. The complaints register is reviewed regularly by the IRM Audit and Risk Committee.

IRM COMPLAINTS PROCEDURE

If you feel that you have cause for complaint then these are the steps you need to 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 your problem and to resolve the matter to your satisfaction as quickly as possible. If you are unhappy with the initial response you receive you should contact the appropriate head of department.

Step 2 - Formal Complaint

If you are dissatisfied with the response you receive, you can appeal to the Chief Executive to review the matter. Please make sure that you include your name, address, email and telephone number and that you include copies of any correspondence, the names of the people involved and details and dates of the complaint itself. The Chief Executive 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 you within 28 days of receiving the complaint.

Step 3 - Appeal

If you have exhausted the above complaints procedure and you are still dissatisfied, then you 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 you within 28 Days of the Appeal Review Panel meeting to let you know the outcome of the review. You will 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 into 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, you 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 you wish to make a complaint against an IRM member, you should do so in writing to the Chief Executive. Your complaint will be acknowledged within five working days and dealt with in accordance with IRM's disciplinary procedures.