

## Faculty of Clinical Informatics Complaints Policy

### 1. Complaints<sup>1</sup>

FCI takes the view that complaints may help us improve our services or procedures. If you feel a mistake has been made or have found something unsatisfactory or unacceptable, please let us know.

A complaint may be raised about the administration, conduct or processes of the Faculty. This may be related to any aspect of the Faculty and its services. If the complaint is related to the result of a membership application, it should be classified as an Appeal and the complainant informed accordingly.

Complainants will not suffer any disadvantage or recrimination as a result of making a complaint.

Complaints must be submitted using the form available in Appendix 1 of this document and may include supporting evidence if the complainant wishes.

Complaints should be sent to the Faculty Business Manager at [jan.hoogewerf@fci.org.uk](mailto:jan.hoogewerf@fci.org.uk). There is no fee for making a complaint and receipt of the complaint will be acknowledged within 10 working days of when they will receive a formal response.

Formal complaints are normally considered by the Faculty Business Manager, though at times this may be undertaken by a Faculty Officer, whose remit covers the particular area under consideration. Clarification of the precise nature of the complaint may be sought.

Any individual who is the subject of a complaint and/or the person directly responsible for the matter being complained about will be given the opportunity to respond to the complaint.

As further information may be required, the parties will be invited to comment on any additional information submitted by each side and will be given 10 working days to do so (the Faculty Business Manager retains discretion to extend this period).

In taking a decision on whether a complaint is justified, the Faculty Business Manager will act reasonably and objectively, observing the principles of natural justice.

After provisional review of the complaint the business manager may:

- a) Elect to hear the complaint themselves;
- b) Arrange an independent review by a member of the Trustee Board who has had no prior involvement in the complaint or the area of business in which the complaint occurred.
- c) Refer the complaint to a complaints hearing panel, convened to examine the complaint. The panel will comprise a Faculty Officer, a lay board member and another member who has had no previous involvement in the area of business in which the complaint occurred.

All decisions will be reviewed and approved by the Faculty Council.

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<sup>1</sup> Complaints will be used to inform the Faculty's learning and development and will be subject to regular aggregated reviews.



The decision will be final and communicated to the complainant in writing, with reasons, as soon as is reasonably possible and normally no more than six weeks after receipt of the complaint.

Complaints that are judged to be inappropriate or unsubstantiated will not be accepted.

If a complaint is upheld, the Faculty will offer an apology and appropriate remedial action.

### Appendix 1 – Complaints Form

Name of Complainant			
Address			
Email			
Nature of Complaint			
Supporting Evidence Submitted			
Signature of Complainant		Date	
Recipient at Faculty		Date	