



Complaints Policy and Procedure

Complaints Policy

The Institute of Fire Safety Managers (IFSM) is committed to providing a high level service to members. If members and potential members do not receive satisfaction from the organisation, this policy and procedure outlines the process for resolving any issue. This will help the IFSM to improve its standards.

This Policy and Procedure document is enacted under the By-Laws of the Institute.

Complaints Procedure

If you have a complaint, please contact The Business Support Manager either in writing addressed to The Institute of Fire Safety Managers, IFSM House, Dunston House, Dunston Road, Sheepbridge, Chesterfield, Derbyshire. S41 9QD or by e-mail to info@ifsm.org.uk.

Next Steps

1. On receipt of a complaint, The Business Support Manager will send an e-mail or make contact with the complainant by telephone acknowledging the complaint and asking for further information and details of the complaint. The Business Support Manager will then nominate a Council Member to deal with the complaint. This initial phase of the complaints procedure should happen within 5 working days of receipt of the complaint.
2. Within a day of receipt of the complaint, The Business Support Manager will inform the Administrative Assistant who will record the details for future reference in a register.
3. The Nominated Council Member will then start to investigate the complaint. This will normally involve the following steps: -
 - 3.1 Investigate the complaint within 10 working days of the request and report to Council.
 - 3.2 Council will then examine all aspects of the report and the information provided. If necessary, Council may ask for further clarification. This may take up to a further 10 working days to complete.

- 3.3 Within 5 working days of the end of the investigation, Council will then invite the complainant to discuss their findings, recommendations and any suggested resolutions to the complaint.
- 3.4 Within 2 days of this, Council will nominate one of its members to send a written communication by e-mail to the complainant to confirm what decisions were taken and any resolutions that have been agreed.

Please note: If there are any changes to any of the time scales above, The Business Support Manager will inform the complainant, explaining the reasons.

This Policy will be reviewed and amended as considered necessary by and in consultation with IFSM Council.

This Policy will be made available to all members and partner organisations by publishing this Policy on the IFSM website.