Complaints Policy and Procedure

Complaints Policy

1. Complaints Policy Statement

The Security Institute:

* is committed to providing a good standard of quality services to its members, stakeholders, sponsors or anyone we are in partnership with
* will take seriously any concern or complaint and will investigate it promptly, for resolution as quickly as possible
* recognises that all members and organisations  
  -have the right to raise concerns or complaints   
  -have access to clear information on how to voice complaints and concerns
* concerns and complaints procedure is open to everyone who is a member, was a member or any organisation in partnership with us.
* Will be committed to ensuring the policy and procedure is available for anyone who asks for it
* will deal with complaints in line with The Security Institute Confidentiality procedure
* will keep a register of all complaints, this will be reviewed by the CEO, Senior Management and The Board of Directors where appropriate on a regular basis
* complaints procedure will be part of the process of monitoring the quality, effectiveness and inclusivity of members and services we offer
* All staff, volunteers and Board of Directors are required to read, understand and comply with this policy and its procedures

1. Introduction

2.1 The Security Institute strives for an exceptional standard of membership and services within the security industry. We welcome feedback from individuals, members, stakeholders, sponsors, partners and anyone who works with us, on all aspects of our work. All feedback is invaluable in helping us evaluate and improve our organisation.

2.2 The objectives of The Security Institutes complaints policy and procedures are to:

* Ensure everyone knows how to make a complaint and how a complaint will be handled
* Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
* Provide individuals with a fair and effective way to complain about our work
* Ensure that complaints are monitored to improve our organisation

2.3 The Security Institute will ensure that we:

* Listen carefully to complaints and treat complaints as confidential, where possible
* Record, store and manage all complaints accurately and in line with GDPR
* Investigate the complaint fully, objectively and within the stated time frame
* Notify the complainant of the results of the investigation and any right of appeal
* Inform the complainant of any action that will be implemented to ensure that there is no re-occurrence
* Report on an annual basis, the number of complaints received, the outcomes and any actions taken to the Board of Directors.

1. Definition of a complaint

3.1 A complaint is any expression of dissatisfaction by an individual, whether justified or not.

3.2 An individual may make a complaint if they feel The Security Institute has:

* Failed to provide a service or an acceptable standard of service or made a mistake which has affected a members, stakeholder, sponsor or guest of the institute.
* Failed to act in a proper way
* Provided an unfair service

3.3 This policy and procedure relates only to complaints received The Security Institute and its services.

1. Concern or Complaint

4.1 It is important to establish the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage will reduce the likelihood of the development into a formal complaint.

4.2 If you have any concerns about our work, please use **feedback@security-institute** as soon as possible, the team can then quickly understand your concerns and try to put things right.

4.3 If you are not happy with the response to your concern and/or want to make a formal complaint please follow the procedure below.

Complaints Procedure

1. Complaints Procedure

5.1 The Security Institute aims to settle most complaints quickly and satisfactorily by the complaints team situated at head office. The complaint may be resolved quickly by way of an apology or by an acceptable explanation to the individual.

5.2 There are three stages to the complaint’s procedure:

* Stage One – the complaint
* Stage Two – investigation
* Stage Three – appeal

1. Stage One - Complaint

6.1 The complaint should be emailed where possible. The complainant will need to sign the complaint. A complaint form is available to use here.

6.2 Individuals wishing to make a complaint should contact the team at head office on **complaints@security-institute.org**.

6.3 The complaint should include the complainants name and address, the date of dissatisfaction, the nature of the complaint and how they want to see it resolved. The complaints form can be requested or found **here** and can be sent to the complainant by email or post if necessary.

6.4 On receipt, each complaint will be allocated a reference number and logged on the complaints register. Complainants must receive an acknowledgement within 3 working days of receipt of a signed complaint.

1. Stage Two - Investigation

7.1 All complaints at this stage should be dealt with by our dedicated complaints officer, who will deal with the complaint in a confidential manner without bias. If they need to contact the complainant by telephone, they will do so within seven working days of receiving the written complaint.

7.2 Complaints will be fully investigated, and an emailed response provided to the complainant within ten working days by the investigator.

7.3 The complainant will receive emailed confirmation of the outcome of any investigation any recommendations made, such as reviewing of policies, staff development and training or appropriate improvement to our organisation.

7.4 Where the complaint is upheld an apology should be offered.

7.5 Occasionally investigations may take longer, particularly if the complaint is complex. Should this be the case a holding email will be sent after ten working days and a final date given for a conclusion to be reached.

7.6 If an individual remains dissatisfied with the outcome from Stage Two they can appeal within fourteen working days of the date of the outcome and progress to Stage Three.

7.7 The complaints register will be updated, and any pending complaints flagged so they are followed up

1. Stage Three - Appeal

8.1 If the complaint cannot be resolved to the complainants satisfaction at stage two, or if the complaints officer feels that the complaint is of a very serious nature then it will be referred to the Chief Executive.

8.2  If the complaint is about the Chief Executive then the matter will be discussed with the Chair and Vice Chair of The Security Institute.

8.3 The Chief Executive and or Chair/Vice Chair will acknowledge receipt within three working days, they will review the Stage Two investigation and recommend one of the following actions within ten working days (from the date the complainant stated they wanted to take the complaint to stage 3):

* Uphold the action taken at Stage Two
* Make changes to the Stage Two recommendations or actions

8.4 The complainant should be informed by email of the outcome of stage three, the decision reached about this complaint will then be final but other options available to the complainant (as listed below) should be detailed in the email.

1. Anonymous complaints

9.1 Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

1. Data protection

10.1 To process a complaint The Security Institute will hold personal data about the complainant, which the individual provides, and which other people give in response to the complaint. We will hold this data securely and only use it to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applied or allegations are made which involve the conduct of third parties.

10.2 The Security Institute will normally destroy complaints files in a secure manner six years after the complaint has been closed.

1. Monitoring

11.1 Complaints are an important tool which, alongside data provided by exit surveys, stakeholder surveys, user feedback and focus groups, will allow us to learn about what we provide as an organisation. They provide a useful source of information about how members see our organisation and how we are serving them. To ensure we can learn from complaints the following data will be collected:

* Name and address
* Name of person dealing with the complaint
* Date of complaint and response
* Nature of complaint
* Action(s) taken/recommendations made in response to the complaint Lessons learnt

11.2 Complaints information will be considered on a regular basis by the Management Team and reported annually to The Security Institutes board of Directors. Wherever possible the data will be used to improve and develop the organisation.