

FPC Complaints Policy and Procedure

This policy and procedure is for complaints against FPC as an organisation. Any person who receives a service from us, including our members, any external organisation we work with or anyone who is impacted by the service we deliver can make a complaint.

FPC does not hear complaints by members of the public against our members. Such complaints must be dealt with according to the policy and procedure of the PSA register with which the member is registered.

Our aim is to provide a high quality of service in all our work. We take complaints seriously and welcome your feedback on the service that we provide.

If you are dissatisfied then usually a phone call to the person you have been dealing with will enable us to put things right quickly. If you are still dissatisfied, you may wish to speak to their manager. Any member of our staff will be happy to provide you with contact details for the correct person, or to take details from you and arrange for them to contact you at a convenient time. If you are still dissatisfied, or would prefer someone else to deal with the issue, then you may want to complain.

To make a complaint you can either email us at admin@thefpc.org.uk or write to us at FPC, 5 Maidstone Building Mews, 72 – 76 Borough High Street London SE1 1GN.

Please provide as much information as possible, including: who you dealt with; what went wrong; when it happened; and whether you have already attempted to resolve the problem with the person concerned or their manager.

Letters and emails will be acknowledged within 3 working days of receipt and a full reply will be sent within 15 working days of receipt. At all stages we will keep you informed as to what is happening with your complaint. If, for whatever reason, it is not possible to deal with your complaint within this timescale then we will inform you and provide a reason.

We are committed to: Looking thoroughly into your complaint; dealing with your complaint confidentially; trying to resolve your complaint and give you a full response within 15 working days (although a longer period may be necessary depending on the nature and complexity of the complaint); and treating you fairly and with respect.

If things have gone wrong we will: explain what went wrong; tell you what we are doing to put things right; consider whether we need to change an existing process or provide additional staff training, in order to ensure that the same problem does not happen in the future; tell you what you can do if you are not satisfied with the outcome of your complaint.

Adopted: March 2020