

# CUSTOMER SERVICE COMPLAINTS PROCEDURE



THE INSTITUTE OF CONSERVATION

## Introduction

Icon and its staff are committed to providing a high standard of service to everyone that we deal with whether it be our members, partners, other organisations or members of the public. We realise however that, despite our best efforts, sometimes people may feel we have fallen short. We are very sorry if this happens and this Procedure is intended to enable people to have any complaint considered fairly and efficiently.

This procedure is for complaints about Icon and its staff only. It is not intended for those wishing to complain about members' professional conduct. For such complaints, please refer to <http://tinyurl.com/y7odkdo6>.

### Stage 1

If you wish to complain about any members of staff, please raise the matter directly with the person concerned initially explaining in what way you are not satisfied and what you would like done to rectify the situation. If you are not satisfied with their response you can complain to their line manager.

Details of all our staff including contact information may be found out <https://icon.org.uk/about-us/staff>

### Stage 2

To complain to the individual's line manager, please notify them that you are making a Customer Service Complaint, explain in what way you are not satisfied and what you would like done to rectify the situation. The Line Manager will respond to you within 7 working days. You may continue to discuss the matter with the Line Manager or if you are still dissatisfied you may raise the matter with the Chief Executive.

### Stage 3

To complain to the Chief Executive, please notify them that you are making a Customer Service Complaint, explain in what way you are not satisfied and what you would like done to rectify the situation. The Chief Executive will respond to you initially within 7 working days and may need to take more time to investigate the matter, in which case they will advise you. The Chief Executive's decision will be final.

If you wish to complain about the Chief Executive, you may contact the Chair of the Board of Trustees direct who will decide how best to deal with the matter.

If you wish to complain about Icon generally, please contact the Chief Executive.

You may make complaints by phone, email or letter. If you complain by phone, you may be asked to put your complaint in writing to ensure it is accurately recorded. Complaints by letter should be clearly marked "Private & Confidential."

A central record of Stage 2 and Stage 3 Complaints will be kept and reviewed by the Chief Executive monthly. Line managers will file notes, emails and letters in this central record.

Governance Handbook 07.01 Customer Service Complaints Procedure

Approved 13<sup>th</sup> September 2018 JW/AR/SG Review date: September 2020