

Policy Name:	Complaints Policy
Policy Ref:	PP00072
Who it applies to:	Members, CILEx Staff, CILEx Board and Committee members, Volunteers and associated persons, Centres, other users of CILEx.
Date of issue:	June 2019
Date last revised:	May 2017
Version	2.0 June 2019
Superseded version:	No version number on existing policy
Policy Type:	Corporate
Policy Owner:	Corporate Compliance Manager
Approved by:	Corporate Policy Review Panel
Review date:	June 2021
Equality Impact Assessment Screened	Yes
Contractual terms and conditions which will be changed following legal requirements	No
Company Policy relates to:	Group (with exceptions)

Complaints Policy

Complaints Policy

Introduction

This policy forms part of the Chartered Institute of Legal Executives’ (CILEx) internal control and corporate governance arrangements. CILEx means here the Chartered Institute of Legal Executives group of companies.

The CILEx board is committed to ensuring that effective policies operate throughout CILEx.

This policy is not contractual but is intended as a statement of current CILEx strategy and its commitment to operate a fair procedure, considering statutory and other guidelines. CILEx therefore reserves the right to amend this policy and procedure, as necessary, to meet any changing requirements.

This policy and associated procedure sets out good practice in the management of complaints and it provides all parties with a set of guidelines that are fair, and will be applied consistently.

At CILEx we endeavour to provide high quality services to our customers, however, we recognise that on occasion, despite our best efforts’, things can go wrong. By

welcoming feedback through our Complaints procedure, we can try to remedy situations that have gone wrong and continue to improve our services as well as learn from examples of positive feedback about things that have been done well.

Learning opportunities are available for all CILEx employees and representatives to receive training on our customer care processes. Whilst we welcome feedback on all aspects of customer care, this policy and procedure is mainly focussed on complaint handling and shall apply to complaint handling for all services and products within CILEx, unless it is overridden by legislative requirements.

Policy Statement

CILEx is committed to respond to complaints about our service and products in a timely and open manner, ensuring that we look at the matters raised impartially, consistently and quickly.

We view complaints as an important and useful source of feedback about how we have performed and how we can improve in future. When things go wrong we will acknowledge our mistakes and try to put things right. We promise that we will not treat you unfairly because you have raised a complaint with us.

We have a four-stage approach to dealing with complaints. Please see the accompanying Complaints Procedure for further information. Each stage must be followed before it can be progressed to the next level.

Complaints is a standing item on the Executive Committee Agenda.

We also welcome your feedback about things that have gone well, which we can use to develop our processes and practices to continually improve.

Most people who contact us are responsible and display acceptable behaviour, however on rare occasions this is not the case. We accept that when contacting us to raise an issue, individuals may be distressed, frustrated or angry however we expect to be treated as we would treat others.

CILEx will:

- treat you politely and considerately;
- respect your dignity and privacy;
- listen and respect your views;
- always try to provide information in a way that can be understood; and
- where possible, make reasonable adjustments to our service, processes or procedures in relation with your comments.

Purpose and Scope

This policy outlines how you can raise a complaint or provide feedback about our policies, processes, employees, members or others working for us. This policy explains how we will handle your complaint and what to expect during the process.

Anyone who comes into contact with our service and is unhappy or dissatisfied can complain to us.

If we consider your complaint to be of a very serious nature, we may decide to open an internal investigation.

This policy does not cover:

- complaints about CILEx Law School.
- complaints about CILEx Regulation Ltd.

CILEx Law School and CILEx Regulation Ltd are subsidiary companies of CILEx and each company has its own complaints policy. Their contact details can be found at Appendix A.

Who and how to contact:

If you are unsure who to contact please contact the membership team (membership@cilex.org.uk), and they will direct you to the most appropriate team. You can also contact our Corporate Compliance Manager if you prefer (corporateaffairs@cilex.org.uk).

A complaint may be received by any team within CILEx, in writing or by phone, however, CILEx encourages individuals to use the initial complaint form (for initial stage 1 and stage 2 complaints – see Appendix B) and the formal complaint for stage 3 and stage 4 complaints – see Appendix C).

Social Media comments:

We will not usually engage in complaint correspondence through social media channels; however, we may try to contact you directly to follow-up on any comments you have made.

Performance monitoring and reporting

Key complaint data relating to volumes and circumstances is collated and analysed on an on-going basis. The data is regularly reported to the Audit and Risk Committee.

Responsibilities

It is the responsibility of all staff to be familiar with the Complaints Policy and when someone complains to them, that they follow the correct procedure.

It is the responsibility of the Membership Contact Centre (in first and second stage of complaints) and of the Corporate Compliance Manager (for third and fourth stage of complaints), to acknowledge any complaint received, and to provide a response about the subject to the individual who made the complaint.

It is the responsibility of the Corporate Compliance Manager to ensure that this policy and procedure is reviewed annually and updated when necessary in response to feedback or regulatory requirements¹.

Legal Obligations

CILEx will treat everyone the same both during and after a complaint has been raised (Equality Act 2010).

¹ CILEx, as an awarding body, is regulated by Ofqual in England, Qualification Wales in Wales, CCEA in Northern Ireland, and CILEx Regulation

References

The following policies fall within the reach of this policy: Archive, Retention and Destruction; Conflicts of Interest; Data Protection; Data Protection Breach; Equality & Diversity; Investigations; Social media; Media handling; Unreasonably Persistent Contact and Unacceptable Behaviour; Redaction; Customer Service standards; Safeguarding; Whistleblowing Policy.

Competences

It is important that all staff understand their role and responsibilities and where they are able, to resolve any issues. Where they are unable to do this, they will notify their line manager as soon as possible.

Appendix A

Contacting Us

Membership – Contact Centre For initial stage 1 and stage 2 complaints (Appendix B)	The Chartered Institute of Legal Executive Kempston Manor Kempston Bedford MK42 7AB Email: membership@cilex.org.uk Tel: 01234 845777
Corporate Compliance Manager/ Director of Policy & Governance / Chief Executive For stage 3 and stage 4 complaints (Appendix C)	The Chartered Institute of Legal Executive Kempston Manor Kempston Bedford MK42 7AB Email: corporateaffairs@cilex.org.uk
Director of Policy, Governance & Enforcement CILEx Regulation Ltd.	CILEx Regulation Ltd College House Manor Drive Kempston Bedford MK42 7AB Email: info@cilexregulation.org.uk
Marketing Manager CILEx Law School	CILEx Law School College House Manor Drive Kempston Bedford MK42 7AB Email: itslaw@cilexlawschool.ac.uk

Appendix B

Initial Complaint Form

Please fill in your details below:

Name	
Address	
Town and Postcode	
Membership No	
Telephone No	
Email Address	

Details of complaint:

Please note that Stages 1 and 2 (Appendix B) of the CILEx complaint process must be followed before a Formal Complaint (Appendix C) can be logged.

(Please give a detailed account with dates, facts, names of people involved, as appropriate, and how you think your complaint could be resolved, and why you are not happy about the outcome of stages 1 and 2. Continue on a separate sheet if necessary)

Signed	Dated
For Official use only: Date received: Date acknowledged: Date replied:	Please return completed form to: Membership team The Chartered Institute of Legal Executive Kempston Manor Kempston Bedford MK42 7AB Email: membership@cilex.org.uk

Appendix C

Formal Complaint Form

Please fill in your details below:

Name	
Address	
Town and Postcode	
Membership No	
Telephone No	
Email Address	

Details of complaint:

(Please give a detailed account with dates, facts, names of people involved, and how you think your complaint could be resolved. Continue on a separate sheet if necessary). Please note that Stages 1 and 2 of the CILEx complaint process must be followed before a Formal Complaint can be logged.

Signed	Dated
For Official use only: Date received: Date acknowledged: Date replied:	Please return completed form to: The Corporate Compliance Manager The Chartered Institute of Legal Executive Kempston Manor Kempston Bedford MK42 7AB Email: corporateaffairs@cilex.org.uk