



Complaints Procedure

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media.

Complaints received by telephone or in person need to be recorded in writing.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to IIC, e.g. member, volunteer, donor
- Tell the complainant that we have a complaints policy and procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

This procedure is linked to **IIC's Complaints Policy**.

If the complaint raises a safeguarding concern the matter will be immediately referred to the **Executive Director** and the **Safeguarding and Conduct Committee**.

IIC has a [Safeguarding Policy](#) in place.

Resolving Complaints

Stage One

In many cases, complaints are best resolved informally by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the **IIC Executive Director** within five working days.

If it the complaint becomes formal and has not been resolved informally, the Executive Director will delegate an appropriate person to investigate it and to take appropriate action. On receiving the complaint, the Executive Director logs the complaint with the Secretary General.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. If the complaint relates to the Executive Director, the complaint will be referred to the Secretary General.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the formal complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by the **Secretary General**.

At this stage, the complaint will be passed to the Secretary General. The request for this level of review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Secretary General may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing any notes or paperwork related the complaint and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress update should be provided to the complainant with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to review the complaint, the conclusions from the review, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Secretary General decides it is appropriate to escalate to the Safeguarding and Conduct Committee, to another IIC Committee, to IIC Full Council or to seek external assistance with resolution.