



## ROYAL COLLEGE OF SPEECH AND LANGUAGE THERAPISTS

### MEMBER COMPLAINTS PROCEDURE

Document Detail	
Version	1
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Owner	Chair of the Board
Prepared by	Company Secretary
Approved by, date	The Board – 5 May 2016
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Related documents	Trustee complaints procedure; RCSLT Disciplinary procedure

Change History		
Date	Change details	Approved by

## General

1. The RCSLT takes the relationship with, and obligations to, its members seriously and to that end there are procedures in place which help to ensure that members are treated courteously and promptly when they contact the RCSLT. Occasionally things do go wrong, and when they do, the RCSLT will make every effort to ensure that the issue is dealt with promptly and efficiently. This policy sets out the key principles to which the RCSLT will adhere in dealing with members' issues.

### What is a complaint?

2. A complaint is when you tell us that you are not happy with something the RCSLT has done or failed to do. This includes services supplied by RCSLT staff or organisations acting on behalf of the RCSLT and can be anything from a specific action taken by a person, to the RCSLT failing to comply with its charitable objects or mission.

### Who can complain?

3. You, or someone acting with your written consent, can make a complaint about the actions or decisions of the RCSLT that affect you as a member. Complaints can also be made about the actions or decisions of someone acting on behalf of the RCSLT that affect you as a member, for example a solicitor or other contractor.

### What is the time limit for making a complaint?

4. You should normally complain within three months of the event(s) concerned or within three months of becoming aware that you have something to complain about.

### How do I make a complaint?

5. We encourage you to raise your concerns as soon as possible with the person responsible in the first instance. Experience tells us that when someone is unhappy with something and wants to register it, this is best dealt with by those directly involved. This way, misunderstandings can be corrected and if actions need to be taken these can happen speedily and directly at the point of delivery. Your complaint should therefore be made in the first instance to the member of staff providing the service or facility. A record of the complaint will be made to learn from it in the future. You can complain verbally, either face-to-face or over the phone, in writing or via email. If you are unsure of the staff member's name or contact details please call RCSLT for this information on 020 7378 1200.

6. If a member feels that the complaint is of a more serious nature, or that their complaint has not been dealt with satisfactorily, there are a number of avenues, as set out below.

## Complaint Principles

7. In all cases, the following Complaint Principles will be adhered to:
- a. The complaint will be recorded
  - b. The member will be sent an email response within two working days stating their complaint (or if they do not have email, a letter will be despatched by first class post within two working days of receipt of complaint)

- c. The response will state a named member of staff, and their contact details, who is dealing with their complaint
- d. The response will state when the member may expect to hear resolution of, or further progress on their complaint
- e. Performance of handling member issues will be reported to the Board quarterly.

8. In normal course, the RCSLT's target will be to provide resolution of a member's issue within 20 working days. Where this is not possible, the member will be kept informed regularly of progress. You may be invited to provide a written statement, to clarify your complaint, or to attend an investigatory hearing.

Member complaint against member(s) of staff, or an RCSLT process (see Annex A).

9. If, following attempt at informal resolution, you feel you have a complaint against a member of staff, then you should complain to the Chief Executive (CEO), Kamini Gadhok MBE, on 0207 378 3016, or by email to [kamini.gadhok@rcslt.org](mailto:kamini.gadhok@rcslt.org). If she is not immediately available, contact her PA on 0207 378 3007 or by email at [jo.offen@rcslt.org](mailto:jo.offen@rcslt.org) and she will ensure that the CEO is made aware of your complaint as soon as possible. If the CEO is absent and unable to respond for some reason for more than two working days, a member of the Senior Management Team will respond on her behalf.

10. Your complaint will be handled in accordance with the Complaint Principles at para 7 above. Depending on the circumstances, the CEO will identify an appropriate person to conduct an informal investigation, who will talk to the member and member(s) of staff as required. The member will be kept informed of progress promptly at all stages. It may be necessary to invite the member to make a further written statement or to be interviewed.

11. The progress and outcome of the investigation, and any administrative recommendations will be communicated to the member, but will not disclose details of the specific action against the staff member concerned.

12. An illustrative flow chart is at Annex A.

Member complaint against the CEO (see Annex B)

13. A member complaint against the CEO, whilst potentially more serious, should follow essentially the same process as for a complaint against another staff member. The complaint should be made to the Chair, who will arrange the necessary investigation, depending upon the circumstances. You can contact the Chair on her generic email address: [name.surname@rcslt.org](mailto:name.surname@rcslt.org)

14. An illustrative flow chart is at Annex B.

Member complaint against a Trustee.

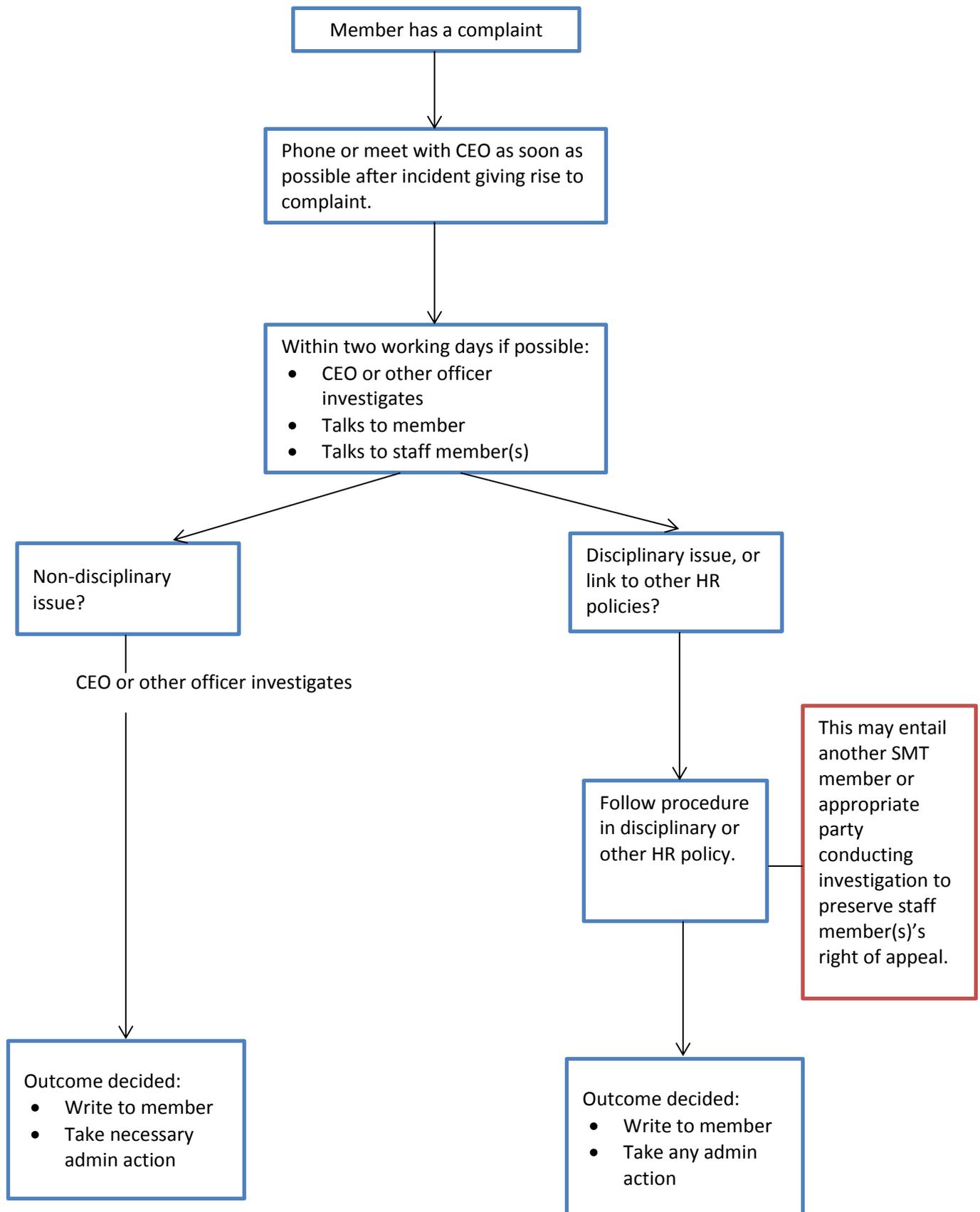
15. The action to be taken in such an event occurring would need to be discussed with the Chair of the Board first, or if the complaint is against the Chair, with the RCSLT's President. In the absence of a speedy and mutually acceptable resolution with the offending party, an Investigative Committee of three Trustees will be established to investigate the matter and report to the Board. The Board may impose such sanctions as may be appropriate.

16. To contact the Chair or the President, please contact the Chair directly, or the Company Secretary, by phoning 0207 378 3018, or via his PA on 0207 378 3007, or by email at [brian.gopsill@rcslt.org](mailto:brian.gopsill@rcslt.org).

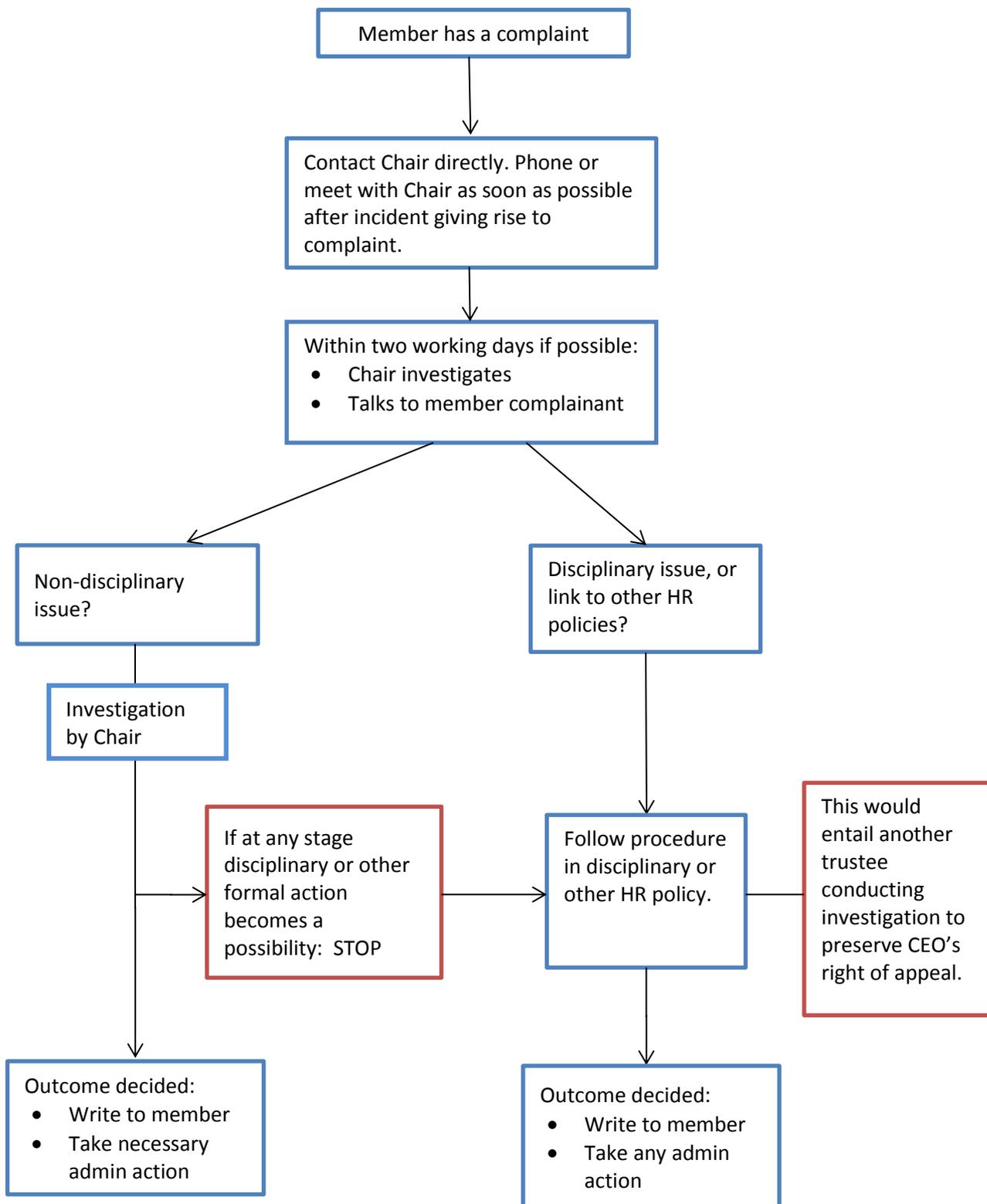
17. An illustrative flow chart is at Annex C.

18. A register will be kept by the Company Secretary of all complaints and the outcomes (with a separate closed section for a complaint against the CEO or Trustee). The main register will be reviewed by the Finance and Resources Committee (FRC) quarterly and any significant issues or trends will be reported to the Board as necessary. Complaints against the Trustees will be reviewed as part of the Board self-assessment as appropriate.

## MEMBER COMPLAINT AGAINST STAFF MEMBER(S)



**MEMBER COMPLAINT AGAINST THE CHIEF EXECUTIVE**



**MEMBER COMPLAINT AGAINST A TRUSTEE**