

Complaints Procedure

Introduction

The purpose of this complaints procedure is to provide clear guidelines on how any complaints will be handled by CILIPS SCIO.

This document should be read in conjunction with the code of conduct and the CILIPS Rules and Regulations, both publicly available on the CILIPS website www.cilips.org.uk

How to make a complaint

All complaints should be made to admin@cilips.org.uk (for complaints about Board members or the organisation) or to [CILIP directly](#) for complaints about staff.

In all cases, complaints will be dealt with sensitively and anonymously, and responded to within 21 days.

Complaints Procedure

1. All complaints about either the organisation or a Board member should first be considered by the Executive Committee (EC) of the Board as set out in the Rules and Regulations, unless the complaint refers to a member of the Executive Committee or a conflict of interest has been identified.
2. If the complaint relates to a member of staff, it should be dealt with using existing CILIP policies and by the line manager of the complainee. This would be the CILIP CEO where the complainee is the CILIPS Director.
3. Where a complaint cannot be considered by the EC, it would be referred to all Trustees.
4. Upon reviewing the complaint, the EC will consider if the complaint is valid and whether to share with other Trustees for review.
5. All complaints should be handled in an even-handed and confidential manner, with complainant anonymity protected.
6. The wellbeing of all involved in a complaint will be prioritised and the complainee will have a named contact within the Board or staff (as deemed appropriate and separate from the complaint procedure) to allow wellbeing concerns to be reported and for further support to be signposted as required.
7. The details of the complaint will be logged securely on the Executive Committee Google Drive or on the CILIPS organisational Google Drive.
8. Those reviewing the complaint will assess whether to send a redacted version of the complaint to the complainee.

9. All complaints relating to Board members will be assessed against the CILIPS Code of Conduct and the CILIP Ethical Principles.
10. The Trustee Board will write to the complainee outlining any required actions where appropriate. Where possible, a documented meeting in-person or online should be offered to the complainee to discuss the issue.
11. Where Trustees believe the code of conduct has been breached as part of the complaint this should be dealt with via processes set out in the CILIPS Rules and Regulations.