

COMPLAINTS PROCESS

Our Complaints Policy

The College of Podiatry, recognise the number of stakeholders involved in our organisation, from members, council officials, work place representatives, the staff team and those we do business with.

We are committed to providing a high-quality service to all our members and the public.

When things do go wrong we want you to tell us, so we can put things right and learn from what went wrong. We value your feedback when you make a complaint and are committed to responding to you promptly. This will help us improve our service to you.

Our Complaints Procedure

If you have a complaint on any issue, please raise this with the individual concerned in the first instance if you feel able to, that person will try to resolve the issue for you.

If your issue is not resolved to your satisfaction, or you feel that you are not able to raise this directly with the individual concerned, then please put the complaint in a letter or email, providing all the details that have led to the complaint and send it to the Complaints department complaints@cop.org.uk

If the complaint is about the Chief Executive, this will be dealt with by the Chair of Council via the same email address.

When we receive a complaint, this will then be logged by our complaints triage team. The team will then acknowledge the complaint. The complaint will be investigated and you will receive a response.

What will happen next?

- The Complaints Team will write to you or email you acknowledging your complaint normally within **five working days** of receipt. We may ask you to confirm or explain some of the detail. Your complaint will then be passed to the relevant director or Chief Executive for investigation.
- The relevant director will investigate your complaint and provide the Complaints Team with an investigation report to include whether the complaint is upheld, the action taken, and what has been learned from it.
- The Complaints Team will then write or email to you to let you know the outcome of the complaint.

- We will aim to complete investigations and respond to you within **one calendar month**.
- We aim to resolve your complaint through the process above. However, if this is not possible we may invite you to meet with us to further discuss your complaint.
- This process is not exclusive to our members, or members of the public. It should be considered for use for issues arising within the staff and council teams although staff are also able to use the COP Grievance Procedure as well.

If you remain dissatisfied with the outcome, you may appeal to the Chairman of the College of Podiatry who will arrange for a Council member to review the complaint. This is the final stage of the complaints process.

We recognise that making a complaint can be stressful but would appreciate that confidentiality is maintained until the process is completed.