

Customer complaint business rule

OSHCR is committed to ensuring that its work is carried out in an open and accountable way. We believe that learning from the views and experiences of our registered consultants and service users is vital to our success.

This business rule sets out the OSHCR commitment to ensuring complaints are:

- Taken seriously
- Responded to in a timely manner
- Treated sensitively
- Handled without bias or discrimination

Scope

This business rule is to be applied to all customer complaints relating to the administration of the Occupational Safety and Health Consultants Register. Complaints relating to the conduct of registered consultants should be referred to the relevant professional body for investigations against their Codes of Conduct.

Roles and responsibilities

As IOSH administrate the OSHCR service, the IOSH Head of Customer Service and Experience is the owner of this business rule and is responsible for its accessibility and distribution to all OSHCR service users.

The OSHCR customer complaint business rule

We are committed to providing the best customer experience we can, delivered by competent and courteous staff.

OSHCR follows a set of principles in dealing with concerns or complaints. These are:

- OSHCR values the feedback from people who engage with the register, allowing us to continuously learn
- Our procedures are fair to people using our services
- Concerns and complaints are treated confidentially, efficiently and investigated fully
- Making a complaint will not harm or prejudice continuity of service that OSHCR provides to a complainant
- Responses will be provided in all cases and appeal pathways will be provided where appropriate
- OSHCR may decide not to uphold a complaint, but commit to learn at every opportunity

How to make a complaint

| | | | |
|--|--|-------|-------------|
| Version 1 | OSHCR Customer Complaint Business Rule | OSHCR | Page 1 of 4 |
| <i>Printed copies of this document may not be the latest version. Please refer to the IOSH Website for the latest updates.</i> | | | |

This business rule explains the process for making an informal or formal complaint about an administrative process (not a consultant) or administrative service delivered by OSHCR.

Initial concerns / informal complaint

Should a person experience service that does not meet their expectation feedback should be given directly to the member of staff or their line manager in the first instance.

Dealing with feedback in this way allows for immediate action and learning to be applied.

However, we appreciate not everything can be resolved in this way and we may need to follow a different process to resolution.

If a serious concern is raised, but the individual does not wish to pursue it formally, OSHCR reserves the right to instigate an investigation.

Formal complaint about the failure of a service

Definition: A complaint is a statement of dissatisfaction with a service or the way a service was delivered.

To make a formal complaint you will be asked to make a written statement which must include:

- Your name and contact details
- Full details of the failure of service including any dates, locations, and witnesses
- How you have been affected
- What outcome you would consider a satisfactory resolution

Formal complaints about a failure of service cannot be made anonymously.

Formal complaints can be sent to:

feedback@oshcr.org marked for the attention of The IOSH Head of Customer Service and Experience

Or they can be submitted in writing to:

The Head of Customer Service and Experience
OSHCR (C/O IOSH)
Customer Service Centre
The Grange
Highfield Drive
Wigston
Leicestershire
LE18 1NN
UK

All complaints will be acknowledged in writing within five working days of receipt.

Step 2

| | | | |
|---|--|-------|-------------|
| Version 1 | OSHCR Customer Complaint Business Rule | OSHCR | Page 2 of 4 |
| Printed copies of this document may not be the latest version. Please refer to the IOSH Website for the latest updates. | | | |

What happens next

Your complaint will be investigated, and we will aim to provide a full response within 15 working days. If we can't provide a full response to you within this time, we will explain the reason for the delay and provide a revised timeline of when a reply can be expected.

The full response will tell you:

- The outcome of the investigation
- The reasons for the outcome
- Any remedial action being taken

Step 3

If you're not satisfied

If you are unhappy with the outcome of the review, you have 20 working days to ask for your complaint to be reviewed by an OSHCR Director, independently of the initial complaint team and the first reviewer.

You can contact us in the same ways as set out in Step 1.

The second reviewer will look at how the first review was handled, specifically whether it:

- Addressed the issues of your complaint
- Improved any shortfalls in our service
- Conveyed the outcome clearly
- Was thorough and fair.

The second reviewer will aim to let you know the outcome within 15 working days. As with the first stage complaint, if we can't provide you with a full response to you within this time, we will explain the reason for the delay and provide a revised timeline of when a reply can be expected.

The response, once issued, will be our final response to your complaint.

Complaining about OSHCR consultants in their professional capacity

The standards of practice and behaviour of OSHCR registered consultants is measured against the individual Codes of Conduct / Practice of the relevant professional body.

Complaints about OSHCR registered consultants should be made through their professional body complaints processes, as outlined on the OSHCR website.

Review

This business rule is subject to annual review.

| | | | |
|---|--|-------|-------------|
| Version 1 | OSHCR Customer Complaint Business Rule | OSHCR | Page 3 of 4 |
| Printed copies of this document may not be the latest version. Please refer to the IOSH Website for the latest updates. | | | |

Version Control

| V | Last amended | Author | Reason for amendment | Review date |
|---|--------------|--------|----------------------|--------------|
| 1 | October 2022 | MR | First draft | |
| 2 | October 2022 | JH | First review | |
| 3 | October 2022 | MR | First Version | October 2023 |
| 4 | October 2022 | ALS | V2 | October 2023 |
| | | | | |

Business rule document information

| | | | |
|---|---|------------------------------|--------------|
| Business rule owner | Head of Customer Service and Experience | Business rule contact | Matt Rockley |
| Related operational policies | | | |
| Relevant legislation and standards | | | |