

## **CII Local Institutes**

### **Complaints Policy**

The CII local institutes network is 100% committed to delivering a first-class service to all our members.

If you are unhappy with any aspect of our service, we would welcome your comments. This will help us put things right for you and improve our service in general.

We take every complaint and comment seriously, and we are committed to addressing any issues that are leading to complaints.

To ensure complaints are dealt with swiftly and completely, we have established the following process:

#### **Making a complaint**

In the first instance your complaint should be directed to one of the CIIs regional membership team, as they are either best placed to help you or know someone that can.

We'll reply to all complaints received within seven working days of receipt and usually provide a full answer. Where this is not possible, you will be given a deadline by which a full reply will be provided.

You can contact one of the CIIs Regional Membership Managers by email at the following:

**Name:** Julie Hicks

**Email:** [julie.hicks@cii.co.uk](mailto:julie.hicks@cii.co.uk)

**Institutes:** Anglia / South East / South Central Anglia / South

**Name:** David Irvine

**Email:** [david.irvine@cii.co.uk](mailto:david.irvine@cii.co.uk)

**Institutes:** Scotland / North West / North East / Channel Islands

**Name:** Matt Ward

**Email:** [matt.ward@cii.co.uk](mailto:matt.ward@cii.co.uk)

**Institutes:** Midlands / North East / South West

#### **If you're not satisfied**

If, after investigation of your complaint, you believe we have not handled it fairly or in an appropriate manner, then you can write to the CIIs Governance Director [Victoria.Finney@cii.co.uk](mailto:Victoria.Finney@cii.co.uk)

This should include:

- Your name and address
- Your CII Permanent Identity Number (PIN), if appropriate
- Your preferred contact telephone number
- A suggestion of what you would like us to do to put things right
- Copy of previous communications you have had with us and, where known, the names of members of the institute's council you have spoken to.

We will send you an acknowledgement and respond fully within 14 working days or, if this is not possible, provide an update on current progress and an expected resolution date.

**Feedback**

We welcome feedback, positive or otherwise, on all aspects of our service, so please don't hesitate to let us know what you think. You'll be providing vital information to help us improve our procedures and processes.

We provide feedback forms (anonymous if required) at all our events, which should be handed into the event host.

**Please note:** Should your feedback constitute an expression of dissatisfaction, thus a complaint, we will ensure this is dealt with in line with the institute's Complaints Policy.