



Faculty of Public Health

of the Royal Colleges of Physicians of the United Kingdom

Working to improve the public's health

Complaints Procedure

The Faculty of Public Health is committed to providing a good quality service to its fellows, members, trainees, exam candidates and all others in receipt of a service from the Faculty. We recognise, however, that sometimes mistakes are made or things go wrong and, people may consider they have grounds for complaint. The following policy provides a clear and consistent procedure through which these complaints can be investigated and considered.

Examination candidates wishing to appeal against an examination should refer to the Examination Appeals procedure, which can be found on the Faculty website at: <http://www.fph.org.uk/exams/appeals.asp>

Complaints received about Faculty members:

The Faculty does not have the expertise or resources to process complaints received about its members. The Faculty will refer the complainant to the most appropriate body to deal with issue raised. Should such complaints be investigated by other bodies (e.g. GMC, PHR, Police or employer) and the complaint be upheld, the Faculty Board will be asked to consider under S.O 15 that particular member's continued membership with the Faculty.

How to complain

We take the view that complaints may help us to improve our services and procedures. If you feel a mistake has been made or you have found something unsatisfactory or unacceptable please let us know.

We hope that most problems and concerns can be sorted out easily and quickly and with the individual concerned. If possible, we will try to resolve the problem immediately. If this is not possible, for example if the relevant information is not readily available, then we aim to get back to you within five working days.

If your problem cannot be resolved through this informal process, you can make a formal complaint by writing to the Head of the respective department, by post or email, detailing your complaint and including what you think might put things right. The names of Heads of Departments are on the FPH website: http://www.fph.org.uk/about_faculty/faculty_staff.asp

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4 St Andrew's Place
London
NW1 4LB

Email: enquiries@fph.org.uk

Complaints should be raised as quickly as possible, especially when a complaint relates to a specific event, to enable us to establish accurately what happened.

Next steps

Once the Head of Department receives a written complaint, they will arrange for it to be fully investigated. A written acknowledgement will be sent within five working days informing the complainant of when they can expect a formal response. This will normally be within one calendar month. This may not always be possible, for example if it is necessary to seek further information, in which case the complainant will be informed.

The Head of the Department will normally be the person to investigate the complaint, though at times this may be undertaken by another member of the Senior Management Team or a Faculty Officer whose remit covers the particular area of operation. Complaints involving a Head of Department will be investigated by the Chief Executive. Complaints involving the Chief Executive, Faculty Officers or Board Members will be investigated by the Registrar.

In considering a complaint, the nominated investigator will:

- investigate what happened and what went wrong
- evaluate the complaint in the context of Faculty procedures, regulations and standing orders
- establish whether the complaint is well-founded
- where applicable, identify what can be done to ensure the problem does not recur

Once you have received a response, if you are not satisfied you can take the matter further by referring it to the Chief Executive, by post to the Faculty address or email to paulscourfield@fph.org.uk. If you are not satisfied with the resolution of a complaint concerning the Chief Executive, a Faculty Officer or Board Member you should write to the President, by post to the Faculty address.

Complaints Register

To help the Faculty learn lessons from the complaints received, a complaints register will be maintained by each Department. This will be reviewed periodically by the Senior Management Team and relevant Faculty Officers, with the aim to identify trends that indicate a need to review the procedures and regulations. The Complaints Register will also inform the FPH Risk Register.

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