

# Customer Complaints Policy

## Our approach to customer complaint resolution

At CIPFA we are members of one team, creating and sustaining CIPFA as a stand out organisation in the way we behave and the quality of what we deliver for the public, members, customers, each other and everyone with a stake in our work.

We have identified the behaviours that will make us successful. These shape the approach we need to take to managing relationships with our customers and help us provide a consistent positive customer experience to all our customers, all of the time:

CIPFA is **TRUSTED** as independent and ethically driven

CIPFA provides unique specialist **EXPERTISE**

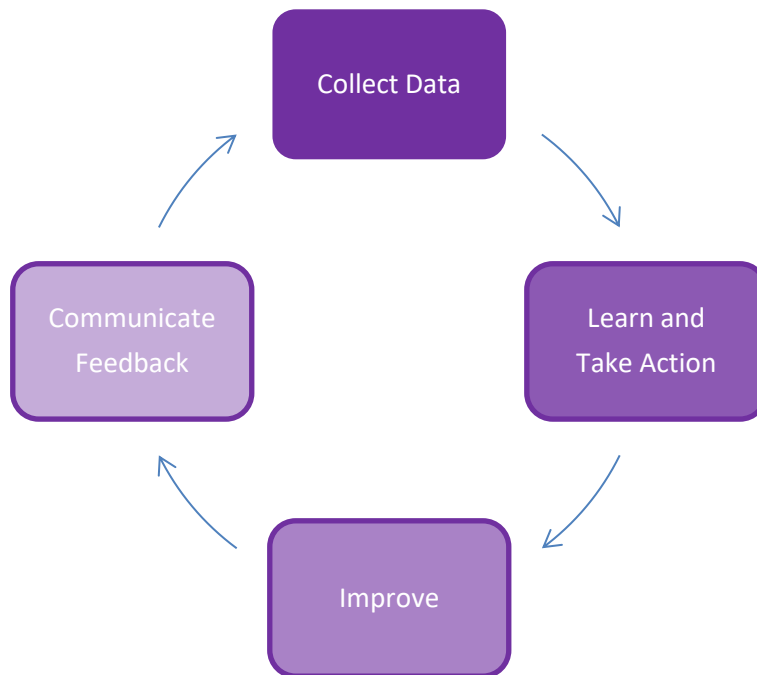
CIPFA is people-focused, supportive & **COLLABORATIVE**

CIPFA is committed to **INNOVATION** and digital delivery

CIPFA is **RESPONSIVE** and customer-oriented

## Our approach to customer feedback

We need to value and act on customer feedback. Customer feedback provides CIPFA with insight and intelligence about its customers through analysis of contacts, feedback and complaints to enable us to quickly adapt and respond to customer's needs. We also use feedback as a mechanism for reviewing and continuously improving our customer service delivery.



We review all feedback, both compliments and complaints and use customer comments as an opportunity for organisational learning.

## Complaints about our qualifications and assessment

As a provider of qualifications we must comply with the requirements of any appeals and complaints process established by Ofqual in the form in which it may be published and revised from time to time.

We will give due regard to the outcome of any complaints process in relation to our qualifications and where the complaints process in the case of our students leads us to discover a failure in our assessment processes, we will take all reasonable steps to correct and mitigate as far as possible so that it does not recur in the future.

Many complaints in relation to our qualifications and assessment may result in being referred to the qualifications team to resolve as an enquiry about results or an appeal rather than a complaint and the Customer Service Team will guide you as to next steps and who to contact if this is the case.

## Resolving complaints

Our aim is to resolve all complaints within 15 UK working days and wherever possible within 2 UK working days. However, for more complex complaints this may be exceeded, and when this happens we need to keep the customer informed every step of the way.

## Complaint Resolution Process

### Stage 1

We will strive to resolve the complaint straight away. If we can't resolve the complaint immediately we will agree the next actions and timescales with the customer. In the event that the customer is not satisfied with the response to the complaint, it will be referred to Stage 2.

**Target Resolution: 2 UK working days**

### Stage 2

The complaint is referred to a senior manager, who will review the details of the complaint and provide a further response to the customer. In the event that the customer is not satisfied with the response from a senior manager the complaint will be referred to stage 3.

**Target Resolution: 4 UK working days**

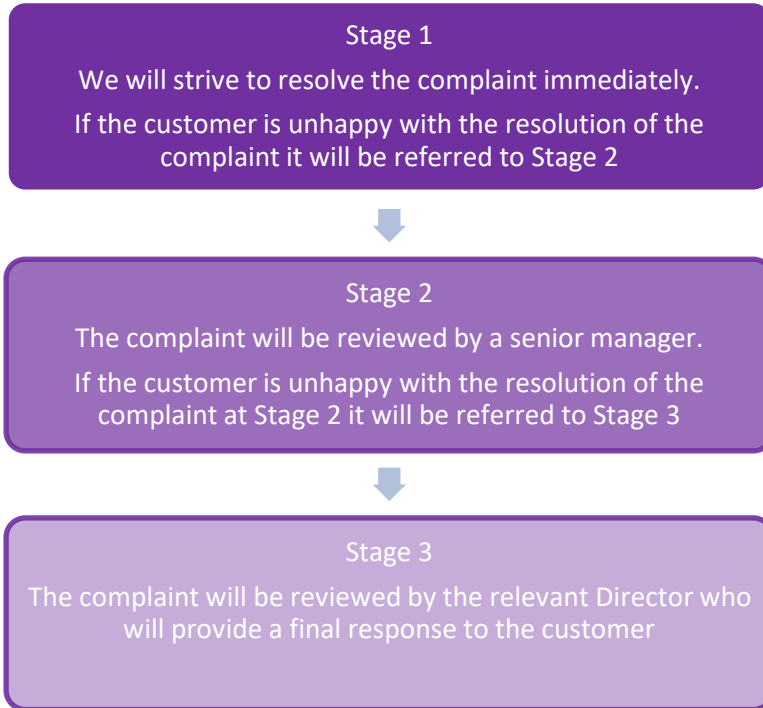
### Stage 3

The complaint is referred to the relevant Director, who will review the details of the complaint and provide a final response to the customer.

**Target Resolution: 15 UK working days**

Modification of the above complaints resolution process and the indicative timetable is likely to be required in relation to any issues arising concerning a matter which is likely to be, is being or has been, given consideration under the Disciplinary Scheme. This is to ensure that proper regard is given to the quasi-judicial nature of that process and, in particular, the need to protect the interests of justice.

## Complaints process flow



## **Our Approach to Customer Complaint Resolution**

At CIPFA, we aim to give our customers the best experience possible. But if you feel we've fallen short of this, please let us know. We'll work with you to put things right and we'll always try to use your feedback to improve things where we can.

We encourage customer feedback and you can contact us as outlined below.

## **What to do if you're not satisfied with our service**

If you're unhappy with any of CIPFA's services, please let us know as soon as you can. We'll do our best to put things right. We'll also use your feedback to improve our services where we can.

## **Contact us**

Our contact centre operates Monday to Friday, 08.30 – 17.30 GMT (Excluding UK Bank Holidays)

By phone - call us on +44 (0)207 543 5600 and our Customer Service team will be able to assist you.

Email us at [customerservices@cipfa.org](mailto:customerservices@cipfa.org)

If you would prefer to send us a letter, you can write to us at Customer Service, CIPFA, The Quadrant, Sealand Road, Chester, CH1 4QR

## **What happens next?**

Your complaint will be acknowledged within 2 UK working days of receipt.

We are fully committed to addressing all complaints, fully and fairly, and in a reasonable timeframe.

We aim to resolve all complaints within 15 UK working days. However, for more complex complaints this may take longer, but we will keep you informed of progress.

If you have an issue which concerns a CIPFA Member or Registered Student, please go to Conduct and Ethics for further information about the scope of CIPFA's professional disciplinary scheme and how to make a complaint under the scheme