

FCSA

FREELANCER & CONTRACTOR SERVICES ASSOCIATION (FCSA)

MANAGEMENT OF COMPLAINTS

1. Introduction

Complaints regarding the performance of FCSA personnel in the performance of their duties may be instigated by anyone, or any organisation in receipt of the FCSA service of assessment and certification.

In addition, a complaint regarding an FCSA member may be received from a client/ potential client of the FCSA member, or other interested party e,g HMRC.

The mechanism for formally complaining in writing is available on the FCSA website **FCSA Complaints Process**, Disciplinary Process (additional document 4), Whistle blowing policy (additional document 5), Complaints Procedure (additional document 6) and detailed in the FCSA Scheme (ref SD1). A copy of these procedures are made available on request.

2.Procedure

Complaints regarding the performance of FCSA personnel.

2.1. Written complaints are received by the Chief Executive for investigation accordingly. The receipt of the complaint is recorded in the complaints register (additional document 7) and allocated a unique reference number.

2.2. The details of the complaint are initially reviewed to confirm the reason for complaint is within the scope of activity of FCSA and receipt acknowledged accordingly advising on the action to be taken regarding ownership/relevance to FCSA and any subsequent investigation to be taken by the recipient of the complaint. Where possible an estimate of the timescale to undertake the investigation and a report on the results is provided.

2.3. The complaint is investigated by the recipient who gathers and verifies all relevant information from any party detailed in the complaint including the complainant, and the circumstances surrounding the specific nature of the complaint.

2.4. The recipient(s) of the complaint will review all information obtained and resolve the complaint accordingly, advising the complainant of any action taken whilst ensuring that confidentiality is maintained for the member,

2.5. The outcome of the complaint resolution may also necessitate some subsequent corrective action to be taken to prevent similar complaints occurring again and this will be discussed at the management review meeting and any action taken accordingly, recorded in the minutes with timescale and the person responsible for implementation and confirmation of action implemented.

Complaints about the Certified services provided by FCSA Members.

2.6. Complaints about the Certified services provided by FCSA Members are investigated by FCSA. The complaints form, process and procedure are available on FCSA website **http://fcsa.org.uk/complaints-form**

Appeal against complaint outcome

2.7. Either party involved in a complaint against an FCSA member may bring an appeal against the decision outcome to the **Independent Arbitration Panel (IAP)** which has the delegated authority to make a final decision on complaints resolution.

2.8. FCSA will only put forward appeals to the IAP where

I. The complaint has been taken to the Formal Resolution stage
II. The appeal is lodged within seven working days of the parties being informed in writing and/or by email of the initial outcome of the complaint
III. The appeal is not considered to be frivolous or vexatious and has a reasonable basis
IV. A fee of £425+VAT has been received by FCSA from the party appealing the outcome (the appellant)
  a. Such fee to be refundable in full where the appellant is successful
  b. Such fee to be forfeit where the appellant is unsuccessful
V. All parties agree in writing and/or by email to be bound by the decision of the IAP

2.9. The appeal outcome is referred to the management review meeting accordingly for any internal and/or corrective action to be considered as necessary.

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FCSA



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