

Complaints Procedure



A complaint is a statement of dissatisfaction by someone who has used the ICE Benevolent Fund service. Complaints can be raised in the form of a letter, fax, email or phone call.

Preliminary Stage: Informal Resolution

The staff member responsible for the service or the individual that has prompted the complaint should first consider whether some basic fence-mending could remedy the situation. This might involve a simple call to the individual or a straightforward explanation and apology if it is about an individual's behaviour. This could avoid having to embark on what can be a time-consuming procedure for both the ICE Benevolent Fund and the individual concerned.

Stage One: Review by CEO

If informal resolution is not possible, the CEO must conduct a full investigation into the complaint. The investigation can be delegated, but not to anyone implicated or involved in the issue. The response to the individual must be from the CEO. Complaints which relate directly to the CEO must be referred straight to the next stage of the process and bypass stage one.

The complaint must be acknowledged – by letter or email – within five working days of receipt, and the full response must be sent to the individual within 20 working days.

Throughout the process, if any delay is likely to the standard timeframe (because of a complex complaint or key people are on holiday or sick leave), the individual must be informed in writing and given an indication of when they should expect a response.

Once the investigation is complete, a letter should be sent detailing its findings to the individual by post or email.

The full response must contain sufficient information to assure the individual that their complaint has been taken seriously and should address all the issues raised in the original complaint. If the complaint is upheld, the individual must receive a full apology for their experience as well as details, as far as possible, of what is being done to prevent a recurrence.

The review must conclude with details of the next stage in the process, i.e. Stage Two – review by the ICE Benevolent Fund Chairman.



Stage Two – Review Under Direction of BFICE Chairman

If the individual remains dissatisfied, they need to write to the ICE Benevolent Fund Chair, being clear about the issues which they feel remain unaddressed or where they are not satisfied with the response. Complaints which relate directly to the ICE Benevolent Fund CEO must be referred straight to this stage of the process, i.e. bypass Stage One. The Chair may feel that s/he wishes to involve his/her Trustee Board at this stage.

The same timeframes apply, i.e. acknowledgment within five working days, response in 20, although any delay in timing due to the Chair consulting with other Trustees must be made clear.

If, for any reason, the Chair is unable to carry out the review within the set timeframes due to, say, work commitments, annual leave, a conflict of interest; the investigation must be delegated to a group of three other elected Trustees.

The review must look at:

- Did the CEO follow the organisational procedure?
- Have all points of the complaint been fairly addressed?
- Was the investigation carried out in a fair and transparent fashion?
- Is there a need for continued or additional advice?
- Have adequate steps been taken to prevent recurrence?

The Chair may contact the individual during this investigation for further information.

The review will address only whether the investigation thus far has been conducted in line with stated procedures and whether it has been handled fairly. The Chair will not normally comment on the substance of the complaint, unless it is a direct complaint against the CEO.

Should the Chair find that the stated procedure was not followed or that the matter has not been handled fairly, s/he will specify why and may give directions for a re-investigation.

The full report of the Chair will be sent to the individual and the CEO of the ICE Benevolent Fund.

The decision of the Chair (and Trustee Board, if consulted) is final.