

FACULTY OF PHARMACEUTICAL MEDICINE

REVALIDATION POLICIES

POLICY: COMPLAINTS POLICY

VERSION: 2.2

APPROVAL DATE: 22/10/2019

Purpose

The FPM Designated Body's Revalidation team endeavour to aid our connected doctors with revalidation processes and to provide a level of service that is acceptable to appraisees and appraisers. If you feel that the standard of service you experienced was not acceptable, then please contact us so we can put things right.

We always try to informally resolve problems first. Therefore, where there is a problem, please contact the person who provided the service and explain why you are unhappy and what action is needed. This can be done by telephone or in writing. We will then try to resolve the matter for you as quickly as we can.

If you are still dissatisfied following this action, you can make a formal complaint.

This policy details how to raise a formal complaint about an element of the FPM Designated Body's Revalidation Programme and how this will be managed by the Faculty.

Formal complaints about standards of service delivery, failure of processes or quality of staff performance should be made in writing, by letter or email. Your complaint should be sent to the Chief Executive and identify:

- Your name
- The nature of the complaint
- Who has been involved
- What has/has not been done
- Why you are not satisfied with the outcome
- How you would like to see the matter resolved.

Process

- If a staff member, appraiser, appraisal lead, Faculty Officer or the Responsible Officer receives a formal complaint they will pass this to the Chief Executive at the earliest opportunity. The Chief Executive is responsible for responding to the complaint.
- The Faculty is not under any obligation to consider any anonymous complaints although these will be monitored for quality assurance purposes.

- If there is any doubt, a complainant will be asked to confirm if they are making a formal complaint which they want to be considered under this policy.
- The Faculty will acknowledge receipt of the complaint within three working days.
- The Chief Executive will review the complaint and where necessary, investigate any allegations or concerns raised or arrange for another person to conduct an investigation.
- If a formal investigation takes place, the complainant will be kept informed about the progress of the matter.
- The Chief Executive will respond to the complainant in writing within 28 days or, if circumstances require a longer timescale, this will be notified to the complainant.
- Where the complaint includes a request that a decision is reviewed, the Responsible Officer and Chief Executive will consider this request and respond accordingly explaining the next steps.
- The identity of the complainant will be known by relevant Faculty staff and the Responsible Officer but will not be revealed to any other party without the complainant's permission unless the Faculty is legally required to do so.
- If the complaint makes reference to the involvement of another organisation, the Faculty will not pass the complaint to the other organisation without the permission of the complainant.
- Any decision made by the Chief Executive is final.
- If there is any allegation of criminal activity/proceedings the police will be notified.
- If the investigation of any complaint leads to the discovery that Faculty policies or procedures have been contravened, appropriate steps to improve compliance will be taken.
- A record of all formal complaints and their management will be maintained confidentially by the Chief Executive and separately from revalidation and membership records for quality assurance purposes.

This policy has been updated to reflect the new FPM Complaints Policy wording of September 2019. Content has been updated to show clear lines of operational responsibility lying with the Chief Executive.

Approved by the FPM Board, 22 October 2019