

COMPLAINTS PROCEDURE

Adopted by Resolution of the Council on 6th September 2014

The Chartered Society of Forensic Sciences is committed to considering and investigating any genuine complaints it receives. A complaint is defined as an expression of dissatisfaction or concern that warrants a response. The procedure below provides the mechanism through which such complaints are dealt with.

All complaints in the first instance should be notified in writing to the Honorary Secretary. Any notification received must outline the nature of the complaint. On receipt of a complaint, the Honorary Secretary will transmit it to the appropriate committee Chair for consideration and, if required, further investigation.

Any complaints received anonymously will be treated as feedback and any comments noted. For the Society to deal with a complaint the senders name and contact details must be included.

The Honorary Secretary is responsible for ensuring the matter is considered as soon as reasonably practicable, with written acknowledgement of the complaint normally sent within 21 days of receipt.

Should the committee Chair or Honorary Secretary feel it necessary, due the nature or seriousness of complaint, the matter may be referred on to the Council of the Society.

On completion of any investigation into a complaint, the Society we will inform the respondent in writing of the outcome, including where necessary, any corrective actions and opportunities for improvements which have been identified.

The respondent may appeal against a decision of the Honorary Secretary or committee Chair. Any such appeal must be requested in writing and submitted to the Honorary Secretary. The grounds for the appeal must be clearly stated as part of the request and appropriate documentation supplied.

Any appeals will be heard by an Appeal committee selected by the Council of the Society.

The decision of the Appeal committee or Council shall be final and will be the end of the procedure.

The Society will seek to do all within its power to limit the disclosure of information as is consistent with conducting a fair investigation. However, if a another member of the Society is named in the complaint, then the person(s) named will normally have the right to know the complaint made against her/him in order to be able to reply to the complaint.