

Southbank House, Black Prince Road, London, SE1 7SJ

Tel: 020 7463 0660 Fax: 020 7463 0661

E-mail: enquiries@arhm.org

HOW THE ARHM MANAGES COMPLAINTS

The ARHM treats complaints very seriously and is committed to investigating any received as quickly and thoroughly as possible. When the ARHM receives a complaint we will acknowledge this in writing within 10 working days explaining what will happen next.

We will first check to see if the complaint has been made about an ARHM member. We will then check to see whether the person making the complaint believes that the ARHM member has breached the ARHM's Code of Practice. Complaints need to go through all stages of the members complaints procedure before we can consider them.

If we are satisfied that the ARHM member has had a reasonable opportunity to consider the complaint, all details will be passed on to the Standards Committee for consideration. The Standards Committee meet every two months.

INVESTIGATING COMPLAINTS

Prior to the Standards Committee meeting, details of the complaint that has been made will be passed to the ARHM Member who will be asked to comment. The ARHM member will also be asked to provide any documentation or information that is needed to make a full assessment. We may also need to:

- Ask the complainant to provide further information
- Meet with the complainant

The Standards Committee will assess the details of the complaint and reach a decision as to whether the member organisation has breached the ARHM's Code of Practice. In some circumstances, this may involve further in-depth investigation.

During the investigation the complainant will have the opportunity to comment on what the ARHM Member has said about their complaint. When we are confident that we have looked at enough information to be able to come to a fair decision, we will write to the person(s) making the complaint to advise what our decision is likely to be. At this stage they will have the chance to comment or provide any further information you want the ARHM to consider.

When the Standards Committee has reached a final decision the ARHM will write to the complainant to confirm details of the outcome of its investigations and explain the reasons the decision has been made. A copy of this letter will also be sent to the ARHM Member.

No member of the Standards Committee who is employed by a member which is the subject of a complaint, shall be involved in decisions about that complaint.

An appeal will be determined by an Appeals Panel, selected by the Chair, of two or more members of the ARHM's Board of Directors, who are not members of the Standards Committee, generally within 6 weeks of the receipt of a letter requesting it.



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HOW LONG IT WILL TAKE

All complaints will take a different amount of time depending on the level of investigation that is required. However, the ARHM will aim to reach a decision and provide a response within 14 days of the Standards Committee meeting.

WHAT SANCTIONS DOES THE ARHM HAVE AGAINST ITS MEMBERS?

The aim of the ARHM is to improve standards of management. So our approach is to ask the member to put matters right. This includes changing their policy or practice to prevent a similar situation recurring.

The ARHM does not have the capacity to award compensation to the person who has made the complaint. However, we do have the ability when appropriate to discipline members and as a last resort to expel them from the ARHM.

The Standards Committee will be meeting on the following dates during 2011:

Wednesday 16th February 2011

Wednesday 13th April 2011

Monday 27th June 2011

Wednesday 24th August 2011

Wednesday 19th October 2011

Wednesday 30th November 2011