

Procedure for Complaints

Procedure		Timescale for response
1.	We acknowledge to you that we have received your complaint. The complaint must be in writing using the Complaints Form and signed.	Within 2 working days of receipt.
2.	We send a copy of the complaint to the loP member.	Within 2 working days of receiving the complaint.
3.	The loP member should respond to us about the complaint.	Within 10 working days of receipt of the complaint.

Investigation of Complaint:

4.	We send you a copy of the loP member's response for comment.	Within 2 working days of receiving this
5.	We acknowledge the response from the loP member.	Within 2 working days of receipt
6.	If you tell us that you are not content with the loP member's response, we write to ask the member in question to send us the file or further information within 10 days of the date of our request.	Within 5 working days of receiving the complainant's response
7.	We will review all of the information provided by both parties and will make a decision. The decision will be sent to both parties. The decision may include recommendations or sanctions.	Within 5 working days of receipt of further information.
8.	If time-scales are not going to be met, we will let both parties know and provide a new timetable.	As soon as is practicable.
9.	PLEASE NOTE: If you do not comment on the loP member's response, then after 3 weeks we will consider the matter, and may decide that the complaint has been abandoned and that the matter should be closed.	3 weeks