**Complaints Form**

**How to make a complaint**

Use this form if you wish to make a complaint about a member of the Institute of Chartered Foresters. You can check whether someone is a member on [*https://charteredforesters.org*](https://charteredforesters.org). The Institute cannot accept complaints about those who are not ICF members.

Please make sure you have read the Institute’s Code of Conduct and the guidance note, *Making a Complaint – what you need to know,* before completing this form.

Before you complain to us, check that you have:

1. **Complained to the member first**

The Institute expects to see that complainants have endeavoured to achieve resolution by discussion before a complaint is submitted.

1. **Made your complaint in time**

The Institute normally only assesses complaints made within six months of the last

incident or last conduct that forms the basis of the complaint.

1. **Ensured your complaint relates to the Code of Conduct**

A complaint can be made only if you believe that a member, or members, of the Institute has breached the Institute’s Code of Conduct.

Key documents can be downloaded from the dedicated Making a Complaint page on [*https://charteredforesters.org*](https://charteredforesters.org):

* Code of Conduct
* Making a Complaint – what you need to know
* Complaint Form
* Professional Complaint Process

Complaints must be made using the Complaint Form. Please type your remarks and submit the completed form by email.

Contact us if you have problems either filling in this form or putting your complaint in writing. Please let us know if you have any difficulties with written or verbal communication so we can adapt to your needs where possible.

**Email**: [*complaints@charteredforesters.org*](mailto:complaints@charteredforesters.org)

**Please type your comments into the form: the boxes will expand as you type.**

# Section 1 – About you

**This section must be completed by the person making the complaint on their own behalf or on behalf of someone else. If you are complaining on behalf of someone else, you must ALSO complete Section 4.**

|  |  |  |
| --- | --- | --- |
| **Title** |  |  |
|  |  |  |
| **Name(s)** |  |  |
|  |  |  |
| **Address** |  |  |
|  |  |  |
| **Postcode** |  |  |
|  |  |  |
| **Daytime phone** |  |  |
|  |  |  |
| **Mobile** |  |  |
|  |  |  |
| **Email** |  |  |

Please indicate your preferred method(s) of communication

by ticking the appropriate boxes.

|  |  |  |
| --- | --- | --- |
| **Are you complaining on behalf of someone else?** |  | Yes  No  *If yes, please also complete* ***Section 4.*** |

# Section 2 – About your complaint

**If you are complaining on behalf of someone else, please answer as if you are the complainant.**

**Who are you complaining about?**

|  |  |  |
| --- | --- | --- |
| **Name of person** |  |  |

|  |  |  |
| --- | --- | --- |
| **Name of business**  **(if appropriate)** |  |  |
|  |  |  |
| **Address** |  |  |
|  |  |  |
| **Postcode** |  |  |
|  |  |  |
| **Phone number** |  |  |
|  |  |  |
| **Email** |  |  |

|  |  |  |
| --- | --- | --- |
| **What is your relationship with the member?** |  | Client  Contractor  Employee  Fellow member of the Institute  Other (please specify) |

**What is your complaint?**

|  |  |  |
| --- | --- | --- |
| **Your complaint must relate to a potential breach of the Code of Conduct: please indicate which of the Code’s six standards you believe to have been contravened. You may tick more than one box.** |  | **Standard 1**: Act with integrity  **Standard 2**: Always provide a high standard of service  **Standard 3**: Treat others with respect  **Standard 4**: Take responsibility  **Standard 5**: Act in a way that promotes trust in the profession  **Standard 6**: Have regard for sustainability throughout your work |

**What is the basis of your complaint?**

**Please explain the basis of your complaint and why you think ICF’s Code of Conduct may have been breached. Remember to be clear and concise.**

|  |
| --- |
| Please give us the main points of your complaint with some information about each point. What has gone wrong and when did it happen? What was done or failed to be done? Please be as precise as you can and where possible, give us details of incidents or behaviour, dates and times, any issues that arose and details of anyone else who witnessed them. If there are several issues, try to summarise them as separate points or paragraphs. |
|  |

|  |
| --- |
| For each allegation you must specify why you think ICF’s Code of Conduct has been breached. *(For example, if you believe that the member failed to act with integrity you must describe their behaviour or actions and explain how it fell short of that expected.)* |
|  |

|  |
| --- |
| Wherever possible, you should provide referenced evidence in support of your allegation. Send us copies of letters, documents or witness statements which you think will help us to understand your complaint properly. Be sure to include a copy of any complaint you sent to the member and any response received. Please do not send originals as these will not be returned. Please list the documents here. |
|  |

**How has this affected you?**

|  |
| --- |
| Please tell us how the actions of the member have affected you. Tell us how you felt about what went wrong and about any costs or losses you incurred. For example, if you had to pay for things as a result of the member’s actions, tell us how much you had to pay and, where you have receipts, send us copies. Please note that the costs/losses should be things that you would not have been required to pay if the member’s actions had been different. |
|  |

**What would help resolve the problem(s)?**

|  |
| --- |
| Tell us how you would like your complaint to be resolved and why. This might include an apology, a reduction in fees, compensation or other actions the member might take. Please be aware that the Institute cannot order a financial penalty against a member either by a fine or compensation if your complaint is upheld. |
|  |

# Section 3 – Additional information we require

**Please note that we are unable to deal with your complaint unless you answer these questions.**

**Is your complaint within the normal time limit?**

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| --- | --- | --- |
| **Unless there are special circumstances, the Institute normally only assesses complaints made within six months of the last incident or last conduct that forms the basis of the complaint.** |  | Yes  No  *If no, please describe any special circumstances that you feel apply in your case*. |

**Have you complained to the member concerned or the business in which the member worked?**

|  |  |  |
| --- | --- | --- |
| **Normally we can investigate a complaint only after you have been through the member’s complaint process and allowed 28 days for a response.** |  | Yes  No  *If yes, how did you make your complaint and on what date did you complain?*  *If no, please give reasons why not.* |

Please include a copy of any written complaint.

**Have you had a response?**

|  |  |  |
| --- | --- | --- |
| **You must give them 28 days to respond.** |  | Yes  No |

Please include a copy of any written response received.

|  |  |  |
| --- | --- | --- |
| **When did you last have contact with the member or the business in which the member worked?** |  |  |

|  |  |  |
| --- | --- | --- |
| **If a client of the member, have you received a final invoice?** |  | Yes  No  *If yes, please include the date received.* |

|  |  |  |
| --- | --- | --- |
| **Please confirm whether this matter either has been, or is currently, the subject of any other legal proceeding, and if so, please provide details.** |  |  |

|  |  |  |
| --- | --- | --- |
| **Have you complained about this matter (or issues relating to it) to any other organisation?** |  | Yes  No  *If yes, please tell us:*   * the name of the organisation * the date you made the complaint * your reference number (if you have one) * the outcome of your complaint (a copy of the decision would be helpful) |

# Section 4 – Complaining on behalf of someone else

**ONLY complete this section if you are making the complaint on behalf of someone else.**

I am making this complaint on behalf of:

|  |  |  |
| --- | --- | --- |
| **Title** |  |  |
|  |  |  |
| **Name(s)** |  |  |
|  |  |  |
| **Address** |  |  |
|  |  |  |
| **Postcode** |  |  |
|  |  |  |
| **Daytime phone** |  |  |
|  |  |  |
| **Mobile** |  |  |
|  |  |  |
| **Email** |  |  |
|  |  |  |
| **What is your relationship to the person(s) on whose behalf you are complaining?**  **Why is the person(s) not making the complaint?** |  |  |

Please ask the person(s) on whose behalf you are complaining to sign this form.

|  |  |
| --- | --- |
| Signature | Date |
|  | Click or tap to enter a date. |

If they cannot sign, please explain why.

|  |
| --- |
|  |

# Section 5 – Declaration

**We CANNOT investigate your complaint if you do not sign and date this form.**

|  |
| --- |
| **Do you consent to this form and any enclosures being copied to the member you are complaining about?** |
| Yes  No |

|  |
| --- |
| **Do you authorise any such person or body to provide and deliver any information, documents, files or related papers required by the Institute of Chartered Foresters in order to investigate your complaint?** |
| Yes  No |

|  |
| --- |
| **Do you authorise the ICF to disclose information, documents, files or related papers in order to investigate your complaint?** |
| Yes  No |

**PLEASE NOTE**

If you are unwilling to let us disclose information, the extent of our actions will be limited. This means that we may not be able to deal with your complaint.

If you are unwilling to let us obtain documents, we may not be able to deal with your complaint.

* **If your complaint is not pursued for these or any other reasons, the Institute will still notify the member concerned of its receipt and the subject of your complaint.**
* **If the Institute accepts your complaint and agrees not to disclose information, we will still notify the member concerned of its receipt, the subject of your complaint and the outcome of the investigation.**

|  |  |  |
| --- | --- | --- |
| **Your signature** |  |  |
|  |  |  |
| **Date** |  | Click or tap to enter a date. |

Please send this form and documents marked CONFIDENTIAL to:

The Secretary

Institute of Chartered Foresters

|  |  |
| --- | --- |
| Post | Email |
| 59 George Street Edinburgh EH2 2JG | [*complaints@charteredforesters.org*](mailto:complaints@charteredforesters.org)  If you are sending this form by email, please ensure your signature is scanned on to the form itself. **We cannot accept electronic signatures.** |

**Check that you have included everything you want to tell us about your complaint and have attached any relevant copy correspondence or documents.**

**Please do not send original documents as we do not normally return them and can destroy them 12 months after your complaint file is closed.**