



HEALTHCARE FINANCIAL MANAGEMENT ASSOCIATION COMPLAINTS POLICY

Our commitment to customers

The goal of HFMA is to provide a service which meets or exceeds the expectations of its customers. However there may be occasions despite our best efforts, when you feel that you have been let down. If that is ever the case we would appreciate you bring it to our attention using the following procedure so that we can positively resolve the situation and improve our services.

We aim to ensure that:

Making a complaint is as easy as possible

We treat your complaint seriously

We deal with your complaint promptly and in confidence and let you know the outcome

We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:

When we do not deliver a service on time

When we give you the wrong information

When you receive a poor quality service

When you have a problem with a member of staff

How to make a complaint

If you wish to make a complaint, please contact us as soon as possible after the event that has caused you concern. You can contact the Chief Executive in any of the ways listed below, outlining the nature of the matter. The Chief Executive will consult with the relevant officer(s) and report his findings back to you.

By email to chiefexec@hfma.org.uk

In writing, marked "STRICTLY PRIVATE & CONFIDENTIAL – ADDRESSEE ONLY", to

Chief Executive
HFMA
1 Temple Way
Bristol
BS2 0BU

By fax to 0117 9294844

In person at one of our offices.

Your complaint will be fully investigated and a response issued within 10 working days.

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If you are unhappy with our response your complaint will be passed to the HFMA President, who will, if necessary, pass the matter to the Board for further investigation.

If your complaint is concerning the Chief Executive please write to the HFMA President , marked STRICTLY PRIVATE AND CONFIDENTIAL – ADDRESSEE ONLY at:

HFMA President
HFMA
1 Temple Way
Bristol
BS2 0BU

The President will not normally investigate a complaint unless the internal complaints procedure has been exhausted or the matter is concerning the Chief Executive.

Response times

We will acknowledge receipt of your complaint within 2 working days.

We will issue a full response within 10 working days.

If there is a delay in responding we will keep you informed of our progress.

Comments

We are happy to receive any other comments on our service to customers and welcome any positive feedback.

Please contact us in any of the ways mentioned above. Alternatively you can email us from the contact us section of our website.

*Approved by Board of Trustees: 13 July 2013
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