



Guidance

Complaints against HFMA members – information about complaints procedures

We expect all members to behave professionally and work to high standards in financial management and governance in healthcare. In certain circumstances, the HFMA Board may resolve to remove someone from membership where it is satisfied that continued membership is harmful to the Association.

Most problems can be resolved directly with the member concerned. However, if this is not possible, or where you think you have a serious complaint, then please complete the HFMA complaints form and send it to us.

The HFMA will deal with complaints about all types of member.

Once the form is received, we will acknowledge receipt within fourteen days.

The Chief Investigator will then take steps to determine whether the complaint meets the test of whether the allegations, if proven, would show that an individual's continued membership is harmful to the Association. Examples of this may include (but are not limited to) serious instances of dishonesty or lack of integrity; being removed from membership from another professional body; or being convicted of a serious criminal offence.

We will deal with the complaint in a way that respects the members' rights, balanced against the need to protect public interest and the reputation of the HFMA.

The HFMA member will have the right to see the completed complaints form and any supporting evidence; and will be able to respond to the allegations made. If we need any more information from either the HFMA member or the complainant in order to resolve the complaint, we will get in touch.

If the Chief Investigator considers that the complaint should not be referred to the Board, she may nonetheless refer the matter to another professional body to which the HFMA member belongs; or may give advice about other practical steps that could be taken to resolve problems or disputes.

If the matter is referred to the HFMA Board of Trustees, fourteen clear days' written notice must be given to the member concerned. The HFMA member has the right to submit further representations. The Board will consider the complaint and any representations received from the member, who may request to attend before the Board in person.

The HFMA cannot deal with complaints about healthcare organisations, clinicians, other professionals working in healthcare finance or management, the DoH or the NHS.

The HFMA cannot order a member to pay compensation or provide any other remedy to a complaint other than as set out in this guide.

If your complaint relates to something that is or may be subject to legal proceedings (or under investigation by another body) then we may not investigate until these have been concluded.

HFMA Constitution – Article 9.4 of the HFMA Memorandum and Articles of Association (2010 version).