



CMSUK Grievance Procedure

This Procedure is to guide CMSUK Board members or appropriate professionals in dealing with grievances raised by others about any CMSUK member. CMSUK is not a regulating body however CMSUK has a duty of care to the public and any grievances made about CMSUK members should be investigated.

Grievances are concerns, problems or complaints raised by the public and must be made in writing.

Formal Procedure

On receipt of the written complaint acknowledgement will be made within 10 working days.

The written complaint will be dealt with by the Vice Chair of CMSUK and appropriate board members.

A Release of Authority Form will be sent to the Complainant to obtain their consent to contact the person concerned.

On receipt of this consent a copy of the written complaint will be sent to the person concerned with a request to provide a written response.

The complainant will receive a written response as to the outcome of the investigation.

CMSUK will keep a record of all formal complaints including details of the investigation and the action taken. If the complainant is dissatisfied with the response they receive, they should write to the Chair of CMSUK explaining why they are dissatisfied.

CMSUK aim to investigate and respond to the written complaint within 28 days. However, some investigations may take longer depending on any delay in external responses. The complainant will be kept informed of the progress of their complaint by weekly communication.

CMSUK reserve the right to report upheld complaints involving breaches of duty of care to any appropriate regulatory body.