



# **Chartered Institute of Housing Awarding Organisation**

## **Complaints Procedure**

**Printed August 2010**



---

The Chartered Institute of Housing (CIH) is the Professional Body for People who work in Housing.  
The CIH is an accredited Awarding Body and a Registered Charity No. 244067/R

**[www.cih.org](http://www.cih.org)**

**Policy Statement - Our commitment to you**

## CIH Awarding Organisation Complaints Procedure

The Chartered Institute of Housing Awarding Organisation aims to provide efficient and effective services and whilst every care will be taken to ensure that these are of good quality. The CIH Awarding Organisation accepts that, on occasions, complaints will be made.

### What is a Complaint?

**A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by the Chartered Institute of Housing Awarding Organisation, or our staff, affecting an individual customer or group of customers.**






The CIH Awarding Organisation will treat complaints positively and recognises that they are a means of identifying improvements which can be made to our service delivery standards.

The CIH Awarding Organisation will deal with complaints quickly and will take prompt action to resolve the complaint and take steps to ensure that complaints of a similar nature do not arise in the future.

### HOW TO COMPLAIN

The CIH Awarding Organisation has published this complaints procedure to ensure that you have access to your rights.

#### There are several ways in which you can register your complaint:

-  You can complain by telephone on **024 7685 1700**. Our staff will take details of your complaint and either resolve this for you themselves or transfer you to a member of staff best positioned to help you.
-  You can email us on [accreditation@cih.org](mailto:accreditation@cih.org)
-  You can write to us at any of our offices. Full address details are listed at the end of this document.
-  You can fax Customer Services on 024 7669 5110
-  You can complain in person to one of our officers at any of our events or offices.

We will ensure that our staff are fully briefed about our complaints procedure and are able to handle your complaint

### Our commitment to dealing with your complaint

## CIH Awarding Organisation Complaints Procedure

We will always try to resolve problems informally if possible at the time that you contact us.

### Our team members will:

- ✚ Identify themselves to you
- ✚ Listen and take details of your complaint.
- ✚ Offer an explanation, if they are able to
- ✚ Offer a resolution if possible
- ✚ Inform you of the further options available if you are unhappy with the resolution

### Formal complaints

If you are unhappy with the initial explanation and resolution offered to you or your complaint is very serious or you have had cause to complain more than once about the same issue, you have the right to take your complaint further.

If you are still dissatisfied you should direct your complaint to the Head of Education CIH, who can be contacted in writing, by telephone, or by email. Full contact details are listed below. You will receive a response to your complaint within 10 working days, even if our investigation is incomplete.

### Contact Details:

	<p><b>Head of Education</b></p> <p><b>CIH Awarding Organisation Education Service Octavia House Westwood Way Coventry CV4 8JP</b></p> <p><b>Tel: 024 7685 1700</b></p> <p><b>Email: <a href="mailto:accreditation@cih.org">accreditation@cih.org</a></b></p> <p><b><a href="http://www.cih.org">www.cih.org</a></b></p>
---	---