IIOP
INSTITIÚID CÓGAISÍOCHTA NA hÉIREANN
IRISH INSTITUTE OF PHARMACY

LEADING PRACTICE • ADVANCING STANDARDS

The Irish Institute of Pharmacy Complaints Policy

Title	**Irish Institute of Pharmacy Complaints Policy**	
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Scope

This policy covers complaints that specifically relate to IIOP activities. A complaint will be considered if there is evidence of apparent substantive procedural irregularity on the part of the IIOP i.e. evidence that the IIOP appears to have failed to have followed its own policies or processes properly.

This policy will only deal with complaints that relate to incidents, issues or concerns about the services provided by the IIOP. This policy does not encompass or cover complaints which relate to processes bound by legislative requirements or statutory guidelines/policies.

This policy deals with the receipt and follow-up of complaints received by the IIOP either by e-mail, phone or in person.

It applies to all staff working for or on behalf of the IIOP.

Purpose

This policy is part of the IIOP's quality assurance processes, with the aim being to treat all complaints seriously and to address complaints promptly and in a way that improves the quality of the services provided by the IIOP.

This policy sets out the process by which complaints made to IIOP are dealt with and resolved in accordance with the principles of natural justice, fairness and equality.

Definitions and Abbreviations

CRN	Complaints Reference Number - the number assigned to a query in chronological order.
IIOP	Irish Institute of Pharmacy
OneDrive	The RCSI's shared network containing IIOP shared folders
RCSI	Royal College of Surgeons

Principles

- Pharmacists and stakeholders have a right to complain about services provided by the IIOP where they do not meet a reasonable or published standard.
- No pharmacist or stakeholder will receive different or unfair treatment arising from their submission of a complaint.
- Complaints may not be of a frivolous or vexatious nature or for personal gain.
- The complaints procedure is based on the principle of natural justice. Consequently, anonymous complaints will not be accepted.
- All complaints will be handled sensitively and in accordance with this policy with due consideration to confidentiality; however, it will not be possible or appropriate to maintain confidentiality in all circumstances. The subject of a complaint has the right to be notified of and respond to the allegations made – this is made clear on the Formal Complaints Form (Appendix I).
- Complaints should be raised by the complainant as soon as possible after the matter giving rise to the complaint occurred, to ensure that complaints are dealt with fairly and within a reasonable timeframe.
- Complaints that have not been made within three months after the matter which gave rise to the complaint occurred, or three months after the last recurring incident giving rise to the complaint occurred, will not normally be processed under this policy.
- When complaints relate to processes which are time-bound and which result in communication of an outcome, complaints relating to these processes must be raised whilst the process is ongoing or, at the latest, before the end of the period allowed for appeals. Complaints made after outcomes are published will not result in any change of outcome.

Responsibilities

- Complaints made to IIOP staff should be reported to, and where necessary escalated to, the IIOP Operations Manager. The Operations Manager has ultimate responsibility for dealing with complaints.
- Any complaint, whether informal or formal, received by a member of the IIOP team must be reported to the IIOP Operations Manager.
- The IIOP Operations Manager will document all complaints received and actions taken for reporting The IIOP Operations.
- Manager may decide, upon review of the complaint that it would be more appropriately dealt with by another IIOP policy (e.g. an Appeals Policy related to a statutory process).
- Informal complaints, which relate to an issue or concern for which the IIOP has responsibility, will be dealt with on a case-by-case basis, as directed by the IIOP Operations Manager.

- The IIOP Operations Manager is responsible for deciding on any action(s) to be taken as a result of the complaint and may delegate the implementation of the action to a member of the IIOP team.
- If the complaint relates to the IIOP Operations Manager, the matter will be escalated to the RCSI Senior Management Team who will have responsibility for reviewing and dealing with the complaint.
- Regardless of whether a complaint is upheld or not, the complainant will be notified of the outcome and any recommendations, as appropriate, by a member of the IIOP Team.
- The Operations Manager is responsible for approving this procedure and for ensuring that all staff receive training on this procedure.
- All IIOP staff are responsible for adhering to this procedure.

Procedure

There are two types of complaints procedure under this policy:

- Informal Procedure
- Formal Procedure

All complaints received by the IIOP are treated sensitively and with discretion. All complaints will be processed in as timely a manner as possible.

If a complaint is received, the IIOP Operations Manager (or a member of the IIOP Team at the request of the Operations Manager) will acknowledge receipt of the complaint within seven days.

The complainant will be provided with either a communication of the outcome or, in circumstances in which it is not possible to fully investigate a complaint in the given timeframe, an updated timeline, within two weeks of lodging a complaint.

Informal Procedure

- A complaint may be made informally to any member of the IIOP team. The complaint may be verbal or written; however, an informal complaint differs from a formal complaint as it has not been documented on the Formal Complaints Form (Appendix 1).
- If a complaint is made to a member of the IIOP team, it is the responsibility of that team member to discuss this with the IIOP Operations Manager.
- If the complaint involves the Operations Manager, it will be forwarded to the relevant member of the RCSI Senior Management team.
- It is envisaged that informal complaints will be resolved by an explanation, clarification, apology or other action, as appropriate.

- The outcome of the complaint will be communicated to the complainant by a member of the IIOP Team. Complainants will be advised of the formal complaints procedure if the complaint is not resolved through the informal procedure.

Formal Procedure

- The formal complaints procedure is available when attempts to resolve the issue through informal approaches have not produced a satisfactory resolution within a reasonable timeframe or when the seriousness of the complaint merits it.
- Complainants will be provided with the necessary documentation (As per Appendix 1) to make a formal complaint by a member of the IIOP team, once the informal procedure has been utilised, or if the IIOP Operations Manager deems it appropriate.
- Formal complaints must be sent in writing (this includes email communication) and must be documented on the Formal Complaints Form (Appendix 1).
- Once a Formal Complaints Form is received, it must be forwarded to the IIOP Operations Manager for review and recording.
- All Formal Complaints Forms received will be saved to the IIOP One-Drive.
- Depending on the nature of the complaint, the Operations Manager (OR a member of RCSI SMT in the case of a formal complaint relating to the IIOP Operations Manager) may need to discuss the issue with parties involved in the situation leading to the complaint.
- The complaint may result in the implementation of changes, review of a matter by the IIOP or the complaint may not be upheld.
- The outcome of the formal complaint will be communicated in writing to the complainant by a member of the IIOP team.

Documenting the Complaint

The following information must be documented on the IIOP Complaint Log which is located on the OneDrive here.

- Complaints Reference Number (CRN) Assign a reference number to each complaint. The numbering system for applications is as follows: CRN012020 is the number assigned to the first complaint received in 2020.
- Date received
- IIOP team member who received complaint (if via telephone or at an event)
- Name and contact details (telephone and email) of complainant
- Nature of complaint
- Summary of response given or reference to response

- Name of IIOP person responsible for handling the complaint
- Status of Complaint (Completed/Ongoing)
- Summary of actions required following assessment of complaint
- All relevant documentation (hard and soft copies)
- All updates communicated by e-mail.

Copies of any written correspondence relating to a complaint (e-mails; Complaint Log, written responses) must be maintained for two years in the Complaints Folder.

Appendix 1: Formal Complaints Form

Section 1: Your Details	
Name	
Email Address	
Telephone number	
Status (Pharmacists, Training Provider, other (please specify))	

Section 2: Your Complaint

- Nature of incident/action/inaction leading to complaint
- Details of individuals involved
- Document attempts at resolution of the complaint through the informal process (if applicable)

Section 3: Evidence to Support Your Complaint

Provide any evidence to support your complaint in the paragraph below. If you are appending relevant documentation, please detail its contents and the relevance of it to your complaint below. If none is available, please write N/A.

Section 4: Outcome / Resolution

State how you believe your complaint could be resolved

Section 5: Confirmation by Complainant
Sign below to confirm that: • I understand that I am making a complaint to the IIOP under the Formal Complaints Procedure. • I understand that the details of the complaint may be provided to those against whom the complaint is made and may also be provided to others on a strictly 'need to know' basis. • This form contains an accurate account of my complaint.
Signed: _____ Date: _____ Role: _____

IIOP Internal Use Only	
CRN	
Date received	
Date outcome communicated	