



Order of Malta Ireland Ambulance Corps

Policy no: TRA-POL-ACP

Version: 1.0

Date: 30/12/2015

Page: 1 of 4

Policy title:

Training Course - Appeals and Complaints Policy

Version	Revision date	Revision by	Purpose
0.1	16/11/2014	Ray Carney	Policy development
0.2		Standards committee	
0.3	16/04/2015	Ray Carney	Changes in line with feedback
1.0	30/12/2015	Aidan O' Brien	Review for new structures Final Approval

1. Introduction:

The purpose of this policy is to provide guidance and information on the process for making a complaint or submitting an appeal relating to training received from Order of Malta Ireland Ambulance Corps.

2. Definitions and Abbreviations

The following definitions and abbreviations are used in this policy:

There are no abbreviations in this version of the policy

3.0 Complaints Procedure

3.1 Introduction

This complaints procedure applies to all members of the Order of Malta Ireland in respect of all aspects of their training within the organisation, with the exception of assessment appeals. Members are advised that in making a complaint it is expected that they themselves have complied with the requirements of the Ambulance Corps Regulations in relation to the matter concerned. It is also expected that complaints will not be of a vexatious nature or for the purpose of personal gain. Note that complaints of a disciplinary nature (i.e., breach of Regulations, Code of Conduct or discipline) are covered in other policies and by the Ambulance Corps Regulations.

3.2 Initial Informal Action

3.2.1 Most complaints are capable of being resolved on an informal basis without recourse to the formal procedure. Members are advised to initially raise the matter informally with the appropriate person at a local level.

3.2.2 Initial informal action may be initiated in writing but will not be considered a formal written complaint at this stage. No formal record will be retained.

	Order of Malta Ireland Ambulance Corps	Policy no:	TRA-POL-ACP
		Version:	1.0
		Date:	30/12/2015
		Page:	2 of 4
Policy title:	Training Course - Appeals and Complaints Policy		

3.2.3 The member the complaint is reported to will attempt to seek a satisfactory resolution through informal communication with the member and the subject of the complaint.

3.2.4 If the member's complaint is not resolved satisfactorily at this stage, or if the complaint is deemed of a serious nature from the outset, then formal action, outlined below, should be followed.

3.3 Formal Action

3.3.1 There may be instances which necessitate immediate engagement of formal action in response to a complaint.

3.3.2 Members wishing to make a formal complaint must communicate the detail of the complaint in writing to the **Asst. Director for Training** and should be aware that the subject of the complaint is entitled to receive a copy of the complaint, including the name of the complainant.

3.3.3 All complaints should normally be made within 7 days of the alleged incident, matter or concern, or within 7 days of recognition that the complaint cannot be resolved through informal action.

3.3.4 The complaints procedure is based on the principle of Natural Justice, i.e.:

- Present the full and all allegations whether oral/written against the member concerned
- Afford the member a right to representation if they so wish, as set out in this policy
- Allow the member to state his/her case, by way of reply.
- Hear the case being made by the complaining member.
- Only form a judgement after all the facts disclosed have been considered.

Consequently anonymous complaints will not be accepted.

3.3.5 The complaint should be specific and comprehensively documented. It should be factual and supported with evidence as appropriate. The complaint must detail the member's name and contact details, any relevant documentation, and dates, locations and witnesses as appropriate. Any previous efforts to resolve the matter should also be given.

3.3.6 The Asst. Director for Training may discuss the complaint with the Deputy Director - Executive and may appoint an Officer (in consultation with the Asst.



ORDER OF MALTA
IRELAND
AMBULANCE CORPS

Order of Malta Ireland Ambulance Corps

Policy no:	TRA-POL-ACP
Version:	1.0
Date:	30/12/2015
Page:	3 of 4

Policy title: **Training Course - Appeals and Complaints Policy**

Director Inspectorate) to investigate the complaint if deemed necessary and appropriate. At this point the Asst. Director for Training or nominated Investigating Officer will advise the person who is the subject of the complaint and provide that person with a copy of the complaint.

3.3.7 The Investigating Officer may arrange to discuss the complaint with the member. This can take place by telephone or email as well as face to face. The member is entitled to be accompanied by a friend, fellow member or family member who is not a legal representative or advocate. Should the member wish to be accompanied, the discussion must take place face to face.

3.3.8 The Investigating Officer will hold a separate meeting with the person who is the subject of the complaint, who may also be accompanied by a friend, fellow member or family member who is not a legal representative or advocate. They may also contact any material witnesses. The Investigating Officer will make a written record of the meeting(s)/contact(s) and may be accompanied by a member to act as Secretary.

3.3.9 Unless there are exceptional circumstances, steps 3.3.7 & 3.3.8 must have commenced within 28 day of receipt of the complaint by the Asst. Director for Training.

3.3.10 The Investigating Officer will inform the Asst. Director for Training of the outcome of the investigations. The Asst. Director for Training will formally respond, in writing, to both parties to inform them of the findings of the investigation, any decisions made, the reason for the decisions and any subsequent action, where appropriate.

3.3.11 where the result of the complaint includes consequent action or recommendations, the Asst. Director for Training shall notify the appropriate person(s), without undue delay. It should be noted that there may be instances where it is not possible for a decision to be reached and the Investigating Officer will attempt to provide further clarity to the member issuing the complaint whilst also providing guidance to the subject of the complaint in an attempt to prevent a recurrence of such incidents.

4.0 Appeals

4.1 Either party may appeal the outcome of formal action. Appeals should be submitted in writing to the Deputy Director – Executive within 14 days of receipt/knowledge of the decision. Upon receipt the Deputy Director - Executive

	Order of Malta Ireland Ambulance Corps	Policy no:	TRA-POL-ACP
		Version:	1.0
		Date:	30/12/2015
		Page:	4 of 4
Policy title:		Training Course - Appeals and Complaints Policy	

will notify both parties that the appeal has been received and will set a date for a complaints committee.

4.2 Typically the complaints committee will have three members, chaired by a nominee of the Asst. Director – inspectorate and other Senior Officers. No member of the committee will have been previously associated with the complaint.

4.3 The committee will be in receipt of all documentation associated with the complaint to date and will also receive any new evidence that may be presented.

4.4 The party lodging the appeal and the Investigating Officer may be interviewed by the complaints committee in order to assist the panel in understanding the detail of the investigation and the rationale for the decision reached.

4.5 The decision of the committee will be final as far as the Order of Malta Ireland Training Course Complaints Procedure is concerned. The Deputy Director - Executive will inform both parties, in writing, of the decision of the committee and the reasons for the decision. Other relevant persons, such as the National Director, Regional Director or Officer in Charge may also be informed.

4.6 If the committee decides that certain actions have to be taken as a consequence of the complaint or appeal, the Asst Director for Training will nominate an individual to monitor such actions.

5.0 Summary:

5.1 This policy sets out the procedure for making a complaint relating to training course and the subsequent investigating of that complaint. The principles of natural justice apply and Order of Malta Ireland is committed to a fair, transparent system of investigation that will attempt to gather all relevant facts to inform the investigating process.

5.2 Investigation of a complaint should take place in a timely manner and no later than the timeframes outlined in this policy

5.3 The National Director (or designated officer) shall communicate any findings fully to the relevant parties and ensure any identified actions are enacted.