

Formal Complaints Policy



The FMB has high expectations of the way that our services are delivered to members as well as the public.

On rare occasions, if those standards are not met, we have a formal procedure for lodging and handling complaints about the FMB's services that ensures we give them proper attention.

Therefore, we will:

- Treat all substantial complaints about our services seriously and deal with them promptly.
- Learn from complaints and take action to improve our services, where this is warranted.

However, we cannot deal with the following types of complaints:

- Complaints which we think are unclear, unreasonable, persistent, or vexatious.
- Complaints which we think are too trivial in nature to justify use of our formal procedure.
- Complaints about the workmanship, customer service or conduct of our members; these are dealt with through the FMB Dispute Resolution process, and/or the FMB Standards Committee.
- Agreements made through our mediation services, or the process used to come to those decisions, which are confidential.
- Complaints about the FMB Rules, Dispute Resolution Service, or any other agreed FMB process, although we will consider complaints which involve our failure to implement the FMB Rules.

For example, we would not accept a complaint about the termination of a membership after four monthly subscription payments had been missed, because this is within the FMB's Rules, but we would accept a complaint that a membership had been terminated after only one month's subscription had been missed, because this would be outside of the FMB Rules.

How to make a formal complaint

Step 1

In the first instance, your complaint should be emailed to disputes@fmb.org.uk and addressed to the Director of Membership Services, who will have 30 working days to reply to you.

You will need to clearly outline in writing the nature of your complaint, and tell us what you would like us to do about it.

Step 2

If you are not satisfied with the response you receive, you can request that the decision be passed on to the Chief Executive to review.

You will need to do this in writing, within 30 working days of receiving the response. You will need to be clear about why you want a review and what you would like the review to achieve.

You will receive a final response within 30 working days of your request to pass on the complaint to the Chief Executive's office.

The relevant contact details can be found on the FMB website: www.fmb.org.uk