

Complaints Procedure

POLICY GUIDANCE

Policy

Insight FPS Ltd will maintain a Complaints Policy, which will set out the process for raising and handling complaints. The process will apply to both associates and clients. Notification of a complaint will be provided to N. Campbell-Fuller [Director] of Insight FPS Ltd within 24-hours of the complaint being raised, where the complaint is about the provision of service. N. Campbell-Fuller will be kept informed as the complaint handling process is carried out. Complaints regarding a breach of HCPC standards will automatically be referred to the HCPC for guidance and or investigation.

The complaint handling process follows broadly 2 stages:

Stage One: Complaints may be raised in person, or via a member of staff / advocate or representative of the complainant, which may be an associate or client. Acknowledgement of the complaint will be provided within 3 working days, including details of the process, and named individual handling the complaint. A copy of this will be supplied to N. Campbell-Fuller of Insight FPS Ltd. Anonymous complaints are acceptable. Where appropriate, the complainant is encouraged to provide a point of contact so that they can be informed of the stages of investigation and the outcome. A complaint received after 12 months may not be able to be investigated properly, although consideration will be given to the complaint to the extent that it can be investigated and resolved effectively.

Where the complaint relates to the individual's professional practice, the complaint will be directed to the professional regulatory bodies (HCPC / BPS), where an investigation may take place in line with the complaints policy of these institutions. All other complaints will be investigated by the registered person (N. Campbell-Fuller – Company Director) who has the seniority and experience to deal with the issues raised by the complainant. Complaints will be investigated in line with guidance from the HCPC Standards of conduct and BPS Member Conduct rules. Additional guidance may be sought via the Dispute Resolutions Financial Conduct Authority (FCA) [handbook](#), which is a useful source of guidance on complaints handling. In line with the complaints policy, Insight FPS Ltd aims to finalise the process within 14 working days, unless after discussion, an extension to this timescale is agreed with all relevant parties, and newly agreed timescale set.

At the end of the 14 working days, where appropriate, the investigator will seek to meet with the complainant or representative, also where appropriate, to discuss the outcome of the investigation. Written details of the findings, any explanations / actions taken, and the proposal to resolve the complaint, will be provided to the complainant and or representative. Details of how to escalate the complaint should the outcome not be satisfactory, will also be provided at this stage.

Stage Two: Acknowledgement of receipt of the escalated complaint will be given within 3 working days. The complaint will be directed to the HCPC and or BPS, where complaints will be investigated externally according to the complaints policies of the respective institutes.

Insight FPS Ltd will maintain a record of all complaints received and make these available to the associate or client upon request. In addition, Insight FPS Ltd will seek to analyse root causes of individual complaints and complaints received in the quarter or year, to identify lessons, and make effective changes to prevent or reduce these occurrences.