

## Our Commitment

SSIP is committed to ensure reduction in health and safety assessment costs and bureaucracy in the supply chain, by making cross-recognition between member schemes as effective as possible. We aim to resolve any complaint we receive in a fair and impartial manner.



## Our role and remit when dealing with complaints

SSIP will investigate complaints in accordance with those requirements detailed within the SSIP Rules and Bylaws.

SSIP's role is one of oversight as an umbrella forum for our members. We are not however, a regulator and as a consequence we do not have any regulatory powers. In addition, we are not an arbitration/mediation service. Therefore, we cannot arbitrate/mediate between an SSIP Member and/or a third party in relation to matters which fall outside of the SSIP requirements e.g. financial disputes or contractual disagreements.

Anonymous, or verbal complaints will not normally be logged and investigated, unless evidence is presented to SSIP which warrants further investigation.

## Confidentiality

We are required to have arrangements in place with all our customers to safeguard information obtained or created during the membership process. Therefore, SSIP is not permitted to disclose confidential information about its members outside of the organisation without their written consent. The only exception is where the law requires such information to be disclosed without such consent.

## Complaints about an SSIP Member and/or certificated company

If your complaint relates to the activities of an SSIP Member and/or a supplier assessed by an SSIP Member Scheme then you should in the first instance address your complaint to them and afford them the opportunity to investigate and respond in accordance with their respective complaint processes. SSIP would not normally log and investigate a complaint if the complaint has not in the first instance been raised with the Member Scheme and/or certificated company.

## How will we deal with your complaint?

Complaints to SSIP should be submitted in writing and include as a minimum the following:

- Summary of the complaint, specifically who and what it is about,
- Copy of supporting correspondence,
- If possible please submit using SSIP feedback form on our website.
- Timeline of events,

Once we receive your complaint in writing we will review all the evidence you have provided. This process may require the submission of additional information or further clarification of the issues prior to the complaint being formally logged.

If we determine during the review process that the complaint does not relate to activities which we are responsible for, we will advise you as to why your complaint will not be pursued. We will, in these circumstances, provide guidance on alternative routes available to pursue your concerns.

On completion of our review to confirm the complaint is within our remit to investigate, we will log it in our database and allocate a unique reference number. A formal acknowledgement confirming receipt of the complaint and detailing the SSIP remit for the investigation, will be sent on completion of the logging process. This normally takes place within 5 working days of receipt, unless further information or clarification is required. As part of the acknowledgement, SSIP will provide details of the likely timescales for the investigation to be completed. It should be noted that timescales may vary dependent on the severity and extent of the issues within the complaint.

SSIP will investigate the complaint in accordance with the Rules and Bylaws. On completion of the SSIP investigation we will inform you of our conclusions.

Please note for complaints received from third parties about SSIP Members, we are limited as to the level of information we may provide in relation to our investigation and the complaint outcome for reasons of confidentiality.



### What do I do if I am not satisfied with the outcome of the SSIP investigation?

If you are an SSIP member whose complaint is not upheld, and it relates to your membership status, you may formally request that SSIP reconsider the decision in line with our appeals process.

In the case of third party complaints there is no option for Appeal. SSIP will provide notice of the end of the complaint process. Where appropriate, we can at the end of the SSIP process advise the complainant of the alternative routes available to pursue their complaint.

### Vexatious Complainants

We are committed to resolving complaints fairly, impartially and in a timely manner. However, in a small minority of cases, some parties pursue their complaints in a way which can either impede the investigation of their complaint or can cause significant resource issues for SSIP. This can happen while a complaint is being investigated, or once we have finished dealing with the complaint.

SSIP have adopted the Local Government Ombudsman's (LGO) definition of "unreasonable complainant behaviour" and "unreasonable, persistent complaints" ([www.lgo.org.uk](http://www.lgo.org.uk)) and this will be used

when determining if a complainant should be considered as a vexatious complainant.

The time and effort needed to service abusive, persistent or vexatious complaints and complainants may hinder SSIP's consideration of genuine complaints and impact the ability of our personnel to provide a quality service. As a consequence, we reserve the right to restrict contact with a complainant who we have deemed to be vexatious. Any decision to restrict contact will be proportionate to the nature of the complainant's contact with us at that time.

In cases where a complainant is deemed to be vexatious, the complainant will be informed in writing of the reasons why a decision has been made to restrict contact, including details of the restricted contact arrangements, and the length of time these restrictions will remain in place.

### To submit a complaint

Please send your complaint and supporting documents together with your name, address and contact details to the SSIP Administrator.

Email: [admin@SSIP.org.uk](mailto:admin@SSIP.org.uk)

Post: Safety Schemes in Procurement (SSIP) Ltd,  
The Clock, 12-13 Westgate, Grantham, Lincolnshire,  
NG31 6LT

If you would like to discuss your complaint, please call: **01476 542814**

